

MISSION STATEMENT

The Employee Development and Training Institute empowers State employees and agencies to build, improve and sustain an efficient, effective and productive workforce in the State of Maryland.

We do this by providing training and consulting services in the areas of: information technology; health promotion and wellness; workforce development; continuous quality improvement; and employee identification and recognition.

VISION STATEMENT

A State in which all State employees are provided with high quality, cost-effective employee development, training and consulting services.



Maryland Department of Budget & Management

DBM – people and technology...
a partnership for the new millennium

*Office of Personnel Services and Benefits
Employee Development and Training Institute*

February, 2003

Dear Maryland State Employees:

We are proud to present the latest edition of the Employee Development and Training Institute's (EDTI) course catalog. EDTI's mission is to empower State employees and agencies to build, improve and sustain an efficient, effective, and productive workforce. As you will see in the following pages, our course offerings and programs are designed with our mission to serve our customers.

Whether the services are offered through the Employee Development Center, Club Maryland State Employee's Wellness Program, or the Center for Continuous Quality Improvement, your satisfaction and customer service are our main priorities. EDTI strives to offer the best, most cost-effective services increasing, enhancing, and recognizing Maryland's government workforce for their efficiency, effectiveness and productivity.

Please take a few moments to review our catalog and take advantage of our many offerings and programs. Join us as we prepare to deliver the highest quality of services to the citizens and customers we serve.

Sincerely,

Joanne McCorkle-Smith

Joanne McCorkle-Smith
Director

Table of Contents

Employee Development and Training Institute Introduction	9
Tuition Reimbursement Training Program	10
Individual Career Development Plan	11
Out-service Training Authorization (MS 551).....	13
Employee Development Center.....	15
Information Technology Training Courses	17
Web Based Training Program	18
Customer Communication Skills for IT Professionals.....	31
Management Skills for IT Professionals.....	32
Project Management—A Comprehensive Introduction	33
Project Management Theory and Certification	34
Microsoft Excel Executive Workshop.....	37
Microsoft Powerpoint Executive Workshop	38
Microsoft Word Executive Workshop.....	39
Microsoft Word: Mail Merge, Templates and Tables	40
Microsoft Excel Linking Spreadsheets.....	41
Microsoft Powerpoint Creating Templates	41
Microsoft Office User Specialist (MOUS)	42
A+ Certification	44
Microsoft Certified Systems Engineer (MCSE).....	48
Certified Internet Webmaster	62
Introduction Maintaining and Upgrading PC's	73
Maintaining and Upgrading PC's Advanced	74
A-Team Program.....	75
Windows.....	77
Microsoft Word Introduction and Intermediate	78

Table of Contents

Microsoft Word Advanced	80
Microsoft Excel Introduction and Intermediate	81
Microsoft Excel Advanced	83
Microsoft Access Introduction and Intermediate	84
Microsoft Access Advanced.....	86
Microsoft Powerpoint Introduction.....	87
Microsoft Powerpoint Advanced.....	88
Microsoft Publisher	89
Microsoft Project	90
Microsoft Office Interaction of Applications	92
Microsoft Internet Explorer Introduction and Using	92
Microsoft Frontpage.....	93
HTML Web Authoring.....	94
Novell Groupwise	95
Microsoft Outlook.....	95
Introduction to LANS	96
LANS Design and Management	96
DB2 Fundamentals & QMF	97
DB2 Performance and Tuning	97
DB2 Database Design and Administration.....	98
Job Control Language and Utilities	98
Structured Programming and Design.....	99
Professional Development Training Courses	100
Certificate of Supervisory Development	101
General Education Development (GED)	104
Highly Effective Criticism and Discipline Skills for Managers and Supervisors	106

Table of Contents

Interview Techniques: Finding the Right Fit.....	107
Interview / Resume Presentation	108
Legal Aspects of Hiring and Firing	109
Career Planning	110
Workplace Safety.....	110
How to Handle People with Tact and Skill	111
Dealing with Conflict and Confrontation.....	112
Award Winning Customer Service	113
Delivering First Rate Customer Service Over the Telephone	114
Communication Power.....	115
Thinking Out of the Box: Creative Problem Solving and Decision Making Skills.....	116
Developing a Professional Image	117
Improving Your Job Performance.....	118
Professional Etiquette.....	119
Anger Management	119
Listening Techniques.....	120
Effective Presentation Skills	121
Conducting Effective Meetings	122
Dealing with Problem Customers and Employees.....	123
Polishing Your Interpersonal Skills	124
English Refresher / Grammar and Punctuation.....	125
Goofproofing Your Written Work: Proofreading Effectively	126
Writing Effective Correspondence.....	127
Time Management	128
Organizing Yourself, Your Thoughts and Your Actions for Greater Productivity, More Memory, More Money and More Success.....	129

Table of Contents

Maryland State Personnel Rules and Regulations	130
Employer/Employee Relations	130
Collective Bargaining	131
EEO for Managers and Supervisors	131
The Personnel Management System	131
Violence in the Workplace: Creating a Safer Work Environment	132
Diversity: Communicating Across Cultures	133
Coaching and Counseling to Improve Performance	134
Delegating Effectively	135
Leadership Skills	136
Managing Conferences and Workshops	137
Files Management: Getting Organized	137
Maryland Budget Process	138
Maryland State Legislative Process	138
Motivation and Team Building	139
Negotiating: The Skill of Reaching Agreement	140
Principles of Supervision	141
PEP Part I	142
PEP Part II	142
Procurement	143
Overview	144
Planning	144
Procuring	145
Performing	146
CCPB Combined Course	147
CPPO Combined Course	147
CCPB Certification Review Course	148

Table of Contents

CPPO Certification Review Course.....	148
Procurement: Writing Effective Specifications	149
Purchasing and the Internet: A Beginner's Guide	149
Maryland State Procurement: Essentials of Effective Contracts Management.....	150
Maryland State Procurement: The Skill of Reaching Agreement / Get What You Need Through Successful Negotiation Strategy	150
Club Maryland, State Wellness Program.....	151
CPR: Adult.....	156
First Aid	156
Stress Management for Managers	157
Center for Continuous Quality Improvement.....	158
Governor's Annual Awards and Employee Recognition Training Conference.....	160
Governors Performance Excellence Award.....	161
Exceptional Employee Achievement Award.....	162
Armchair Assessment for the Governor's Performance Excellence Assessment Program Criteria	163
Organizational and Performance Benchmarking	164
Continuous Quality Improvement Process.....	165
Developing Organizational Vision, Mission and Guiding Principles.....	166
Facilitator Training	166
Implementing a Customer Satisfaction Measurement Program	167
Getting from Why-Why to How-How.....	168
Developing a Strategic Plan that Works.....	168
Internal Auditing	169
Manager's Role with Continuous Quality Improvement Teams.....	170

Table of Contents

Managing for Results (MFR) Implementation	170
Quality Function Deployment: A Practical Approach to Implementing CQI.....	171
Planning and Organizational Skills.....	172
Process Management.....	173
Learning to Work Together.....	173
Standards	174
Submitting a Successful Application for the Governor's Performance Excellence Program	175
Technical Writing.....	176
Seven Tools for Problem Solving	176
EDTI Registration Form	177
Directions to our Facility	178
Severe Weather Policy	179

CONSULTANT SERVICES AND CUSTOM-DESIGNED TRAINING PROGRAMS

By request, all courses offered through EDTI can be customized and brought onsite to your agency. At the agencies' request, EDTI will assist agencies in recognizing and identifying their training needs and help them meet those needs. Services include:

- ★ Assessing agency training needs
- ★ Designing supervisory, management, and executive development programs
- ★ Planning and conducting special training programs
- ★ Planning conferences and staff retreats
- ★ Providing organizational consulting services
- ★ Tailoring mainframe and microcomputer programs to meet agency needs
- ★ Evaluating training programs

INCENTIVE/INNOVATIVE IDEA PROGRAM

The Incentive/Innovative Idea Program is designed to give employees an opportunity to be recognized for working beyond the call of duty and inventing systematic processes that will enable State agencies to operate more efficiently and cost-effectively.

SERVICE AWARDS PROGRAM

The Service Awards Program is designed to ensure that every State employee receives proper recognition for years of service. Years of service recognition is provided through certificates and pins for 10, 15, 20, and 25 years of service. Detailed program guidelines are available through individual agency personnel offices.

TUITION REIMBURSEMENT PROGRAM

Tuition Reimbursement provides financial support for approved educational activities that are categorized as Tuition Reimbursement provides financial support for approved educational activities on a reimbursement basis. Through this initiative, course tuition and fees may be available to State employees who have successfully completed the initial probationary period prior to beginning course work and be a permanent employee. Reimbursement is approved by the Secretary of the Department of Budget and Management and is contingent on satisfactory completion of each course. Satisfactory completion means attainment of a grade of C or better for all course work at the undergraduate level, and B or better at the graduate level.

Exclusions and Limitations

- ☆ Credit or non-credit recreation, physical education, hobby or personal interest courses of study, whether required for a degree program or not, may not be eligible for reimbursement under this initiative.
- ☆ Additional fees that may be required by the educational institution, including but not limited to fees for application, technology, late registration, student activities, health care services (either mandatory or optional), student licensing, matriculation, graduation or diploma are not reimbursable.
- ☆ Also excluded are expenses for meals, lodging, transportation, parking, or other expenses indirectly or incidentally related to the educational activity.
- ☆ Tuition reimbursement applications that would result in reimbursements of less than \$25 will not be accepted.
- ☆ Upon completion of the course/workshop, the employee must submit a copy of the grade and/or certificate received along with proof of payment to EDTI for reimbursement.
- ☆ If the employee is unable to attend a training session, EDTI, as well as the appropriate appointing authority must be notified as soon as possible. Failure to attend approved training sessions may jeopardize future approvals of training for the employee.
- ☆ Contractual employees, temporary employees, student employees, members of boards or commissions, and individuals in the custody of the Department of Public Safety and Correctional Services are excluded from this initiative.

Covered Expenses

Reimbursable expenses are those costs that relate directly to the pursuit of an educational activity. Such expenses include tuition for credit and non-credit course work approved upon enrollment. Expenses are to be itemized on an original paid receipt.

- ☆ On-line educational course work (course work taken via the Internet) taken through an approved school or organization may be reimbursable.

STATE OF MARYLAND
Individual Career Development Plan

Employee's Name: _____ Telephone No.: _____

Classification: _____ Date of Entry to State Service: _____

PROGRAM DESCRIPTION

Academic Institution: _____ Degree/Major: _____

The State classification desired upon completion is: _____

The purpose of the Career Development Program is to increase and enhance retention in State service and to help meet the State's manpower needs. How will the program proposed serve this purpose?

I understand that approval of this plan would indicate that it was found to be justifiable based upon the best information available at the time of application, and that the Department is not committed to a position action on my behalf when I complete the program.

Date

Employee's Signature

Plan Endorsed by:

Employee's Supervisor: _____

Date: _____

EDTI Approval by: _____

Date: _____

Please list on reverse side all courses, which you plan to pursue in your Career Development Plan.

CAREER DEVELOPMENT PLAN

Course List

Employee Name: _____

Department _____

Name of School: _____

Degree Program: _____

Please list all courses you intend to pursue below. Indicate for each course:

C (Core)

R (Required)

E (Elective)

_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

I certify that the above-listed courses constitute the requirements of the degree and major named on this form.

Signature/Title

Date

STATE OF MARYLAND

APPLICATION FOR OUT-SERVICE TRAINING AUTHORIZATION

Major State Department	Agency, Institution or Unit		Agency Code
Employee's Name (Last, First, M.I.)	Social Security Number	Position Classification	Phone Number
Duties to Which Requested Training Relates:			
Reason for Training <input type="checkbox"/> Agency Need <input type="checkbox"/> Career Development <input type="checkbox"/> Job Related			
If Approved Career Development Plan is on File, please indicate: <input type="checkbox"/>			
Please Indicate Type of Training: <input type="checkbox"/> Long Term <input type="checkbox"/> Short Term <input type="checkbox"/> Tuition Reimbursement			

TRAINING APPLIED FOR

Name and Address of Organization Providing Training	
Course Title (and Number)	Semester Hours
MUST Attach Brochure or Catalog Describing Course	
Duration of Training: Beginning Date _____ Ending Date _____	
Hours Per Week: Working Hours _____ After Work _____ Weekly Total _____	

ESTIMATE OF FUNDING SOURCES

	State Payments	Payments by Self/Others	Total
Registration or Tuition			
Books , etc.			
Amount of State Payments Approved	\$ _____		

I Certify That The Information Given in This Application is Correct and Request Approval
(Applicant's Signature and Date)

The appointing authority of this agency approves this application and certifies that funds are available.

The Secretary of the department approves this application and recommends the training requested.

Office of Personnel Services and Benefits authorizes this training as consistent with policy and guidelines.

(Sign)

(Sign)

(Sign)

(Date)

(Date)

(Date)

(Title)

(Title)

(Title)

OBLIGATED OUT-SERVICE TRAINING AGREEMENT

This Obligated Service Agreement, herein referred to as "agreement," is entered into by and between the below named employee and the State of Maryland.

In consideration of job assignments and benefits which may accrue hereafter, the employee agrees to the following:

1. I am interested in receiving out-service training as indicated on the reverse side of this agreement.
2. If the training is authorized, (a) I will participate in and complete the course to the best of my ability unless my withdrawal is required by or acceptable to the appointing authority of my department, agency or institution, and (b) I will remain an employee of the State of Maryland following completion of training for a period equal to three times the number of working hours spent in out-service training.
3. I agree that the number of hours spent in out-service training shall be computed by the Department of Budget and Management from appropriate records, and that the period of obligated service shall commence on the first work day following completion of the training.
4. It is agreed that any salary, pay or compensation paid me by the State of Maryland while undergoing full-time out-service training shall be considered a loan and such loan shall be exonerated at the rate of one month's pay for each three months of employment after completion of training. If enrolled in a work-study program, the loan shall be exonerated at the rate of one month's pay for each one and one-half months of employment after the training period.
5. If I fail to remain an employee of the State of Maryland for the full period of obligated service, I agree to repay the State on a pro rata basis as stated in #4. above any pay or compensation due the State for my participation in this training. I understand, if in the judgment of the Secretary of the Department of Budget and Management my separation is necessitated by adverse, unforeseen and extenuating circumstances that impose undue personal hardship, I may be released from this agreement.
6. If, prior to the expiration date of my training or obligated service under this agreement, I enter the service of another State of Maryland agency, no reimbursement for tuition or related fees shall be due the State.
7. I agree that amounts which become due the State of Maryland as a result of my failure to meet the terms of this agreement may be withheld from any moneys due me from the State of Maryland.

Date

Signature of Employee

STATE OF MARYLAND

Date

Secretary of Budget and Management



Employee Development Center

300 West Preston Street - Suite 204
Baltimore, Maryland 21201

Barbara J. Webb,
Director

Email: bjwebb@dbm.state.md.us
Phone: 410-767-4005

Desiree Kroeger,
Training Administrator

Email: dhahn@dbm.state.md.us
Phone: 410-767-4243

Nisha Thomas,
Course Coordinator

Email: nthomas@dbm.state.md.us
Phone: 410-767-4683

Sharon Grant,
Tuition Reimbursement Coordinator

Email: sgrant@dbm.state.md.us
Phone: 410-767-5932

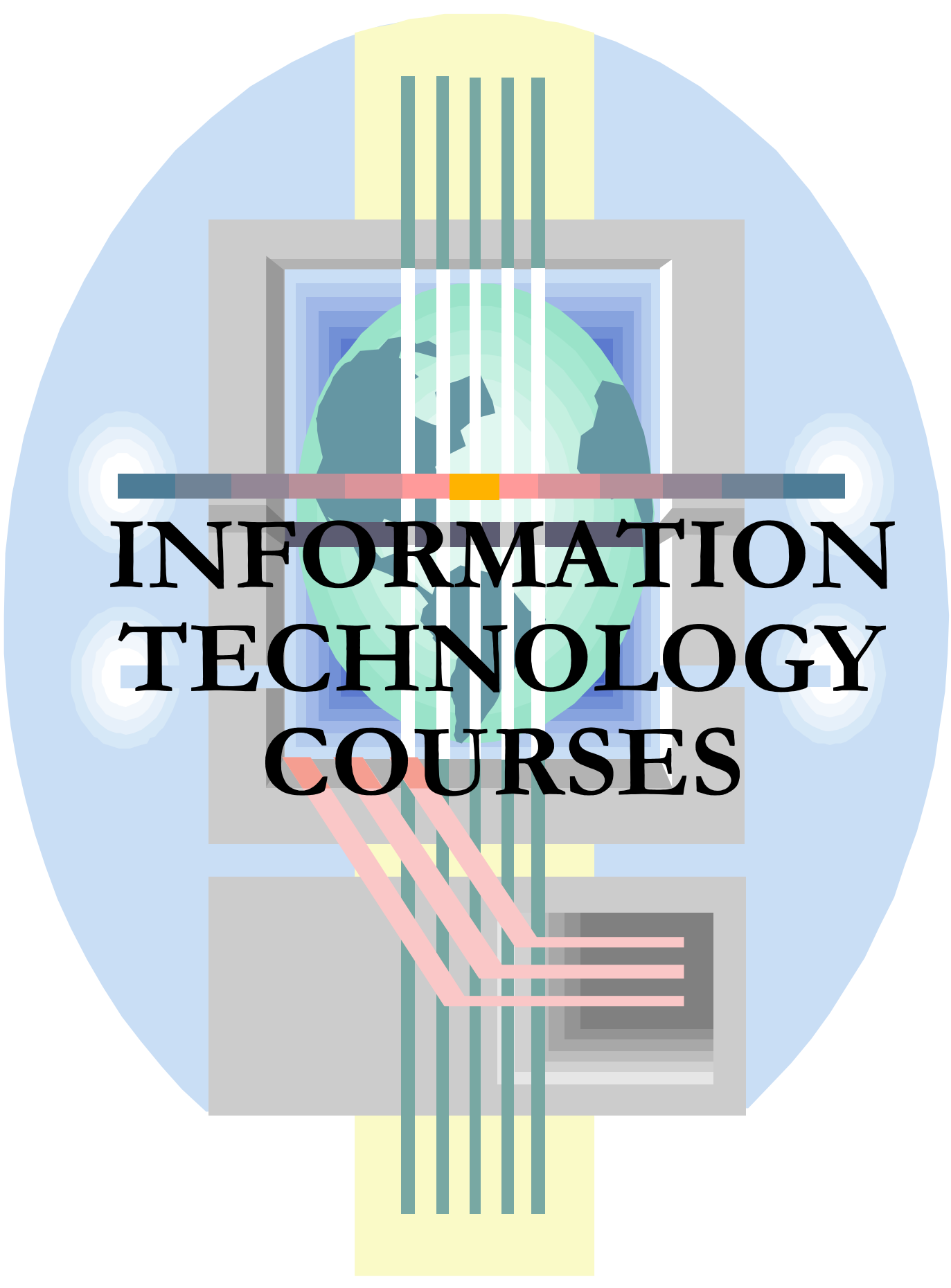
Yvette McCleod,
CourseRegistrar

Email: ymccleod@dbm.state.md.us
Phone: 410-767-4278

EMPLOYEE DEVELOPMENT CENTER

The Employee Development Center (EDC) is the State's centralized training and development unit. EDC develops, implements, coordinates and evaluates programs and activities to prepare the State's workforce for continuous delivery of quality services to the citizens of Maryland. EDC also supports and promotes activities that recognize State employees for increased efficiency, effectiveness, and productivity. EDC offers employees of State, federal, and local governments and non-profit organizations the opportunity to expand their knowledge, develop specific job skills, and participate in various employee development activities.

Unless otherwise noted and confirmed, all courses are held at the Employee Development and Training Institute located at 300 West Preston Street, Suite 308, Baltimore, Maryland. The standard schedule for classes is 9:00 a.m. to 4:00 p.m., but may vary. Course schedules are distributed at least annually and can be obtained by calling 410-767-4278 or visiting our website at www.opsb.state.md.us/edti/editinfo.htm.

An abstract graphic design centered around a globe. The globe is green and blue, showing continents. It is surrounded by concentric squares in shades of blue and grey. A horizontal bar with a rainbow gradient crosses the globe. Five vertical lines in teal and white run through the center. At the bottom, three pink lines branch out to the right. The entire design is set within a light blue circular background.

INFORMATION TECHNOLOGY COURSES



E-LEARNING TRAINING PROGRAM

EDTI now offers web-based training courses as a part of our new “E-Learning Program”. What is E-Learning? E-learning is an innovative approach to distance learning in which computer-based training (CBT) is transformed by the technologies and methodologies of the World Wide Web, the Internet, and intranets.

E-learning presents live content, as fresh as the moment and modified at will, in a structure allowing self-directed, self-paced instruction in any topic area. E-learning can drastically reduce training effort, and complexity, while providing a cutting-edge, learning experience that can deliver interactive education in hours rather than weeks. Students using e-learning take courses at their own speed, this provides e-learning students with the ability to focus on and learn what is important to them and skip unnecessary or already-learned information.

E-learning is an ideal vehicle for delivering training to individuals anywhere in the world at any time. Employees want to have access to training at anytime. They do not want to sign up for courses scheduled for inconvenient times months in advance. Managers do not want key employees absent from the office for days at a time. With e-learning, this situation is completely eliminated. Courses can be accessed from work, from home, or while traveling. Advances in computer network technology and improvements in bandwidth will usher in capabilities for unlimited multimedia access using Web browsers that support 3-D virtual reality, animation, interactions, chat and conferencing, and real-time audio and video.

E-learning also provides consistent training across an organization. In addition to consistent training between students, e-learning provides all students with access to courses at anytime for a refresher or to use as reference material. Of course, if an employee did take instructor-led training, he or she could use e-learning as a complement — either as a prerequisite to instructor-led courses or in follow-up workshops.



E-LEARNING TRAINING PROGRAM

REASONS TO CONSIDER E-LEARNING:

- ⇒ 24 x 7 real-time access to content experts
- ⇒ 24 x 7 real-time access to on-line Technical & End User Reference Libraries
- ⇒ Built-in pre and post assessments allow administrator and student to measure progress.
- ⇒ Students can get answers FAST, during and after the course
- ⇒ Fully structured online content and text for every book
- ⇒ Collaboration tools enable student-to-student communication
- ⇒ Powerful Relevance Search

INSTANT MENTORING

- ⇒ Available 24 x 7 over the Internet
- ⇒ Real-time access to content experts inside the course
- ⇒ Used to clarify concepts
- ⇒ Includes a Bulletin Board where users can post messages for others to read and respond to
- ⇒ Bridges the gap between instructor-led and E-learning

REFERENCE LIBRARIES

- ⇒ 24 x 7, unlimited accessibility via worldwide web browsers
- ⇒ Contains over 250 IT and 50 desktop reference materials

SALSA is a skill assessment tool that quickly and comprehensively measures skills against industry benchmarks. It is the perfect tool to assess new applicants, set a baseline for existing employees, and to provide data to create a custom learning path for the student.

- ⇒ Available 24 x 7 over the Internet
- ⇒ Technical and End User Exams available
- ⇒ Use the training path to encourage improvement
- ⇒ Upon completion, students immediately see their results
- ⇒ Students taking more than one exam can quickly assess a full and detailed transcript of all exams taken



GETTING STARTED: PREPARING FOR WEB-BASED TRAINING

COST: \$450.00

DURATION:

1/2 Day in Class

1 Year of E-Learning

TARGET AUDIENCE:

This course is for anyone who wants to get the most out of web-based training. This is the prerequisite for the e-learning training program.

This course will give the participants access to approximately 700 web-based training courses.

Getting Started: Preparing for Web-based Training walks users through the features and operation of a typical web-based training course.

OBJECTIVES

After completing *Getting Started: Preparing for Web-based*, the user should be able to:

- ★ Access courses with the proper software and settings
- ★ Sign on to courses
- ★ Navigate a course
- ★ Take advantage of the course features
- ★ Take the skill assessment tests

TOPICS

Signing On to Courses

- ★ Registering
- ★ Taking a course
- ★ Desktop settings

Navigating a Course

- ★ Viewing a page
- ★ Navigating the course
- ★ Navigation toolbar
- ★ Exiting/bookmarking pages

Answering Questions

- ★ Question types
- ★ Scoring for the unit

Using Simulations and Exercises

- ★ Simulations
- ★ Exercises

Taking Skill Assessment

- ★ Taking the test
- ★ Viewing results



E-LEARNING TRAINING PROGRAM

A+ HARDWARE AND OPERATING SYSTEM CERTIFICATION SERIES

- ✧ Computer Introduction
- ✧ The System Board
- ✧ Connecting Peripherals
- ✧ Operating Systems
- ✧ MS/DOS
- ✧ Windows
- ✧ Disk Drives
- ✧ Monitors
- ✧ Modems
- ✧ Printers
- ✧ Networks
- ✧ Troubleshooting
- ✧ Maintenance Tasks

- ✧ IP Addressing
- ✧ IP Routing
- ✧ IPX Networking
- ✧ Network Security and Control
- ✧ Additional Configurations
- ✧ Exam Preparation
- ✧ Numbering Systems

CLIENT/SERVER

- ✧ Technology for Managers

DATA WAREHOUSING SERIES

- ✧ Concepts
- ✧ Management

C SERIES

- ✧ C in 21 Days

CISCO RELATED SERIES

CCDA SERIES

- ✧ Internetworking Review
- ✧ LAN Networking
- ✧ WAN Networking
- ✧ Introduction to Design
- ✧ Examining Existing Networks
- ✧ Cisco CCDA: Designing LANs
- ✧ Designing WANs
- ✧ Design Issues
- ✧ Optimizing by Design
- ✧ Testing and Managing

CCNA SERIES

- ✧ OSI Reference Model
- ✧ Networks and Data Transfer
- ✧ Local Area Networking
- ✧ Wide Area Networking
- ✧ Using a Router
- ✧ Introduction to IOS
- ✧ IOS Configuration
- ✧ Network Management
- ✧ Bridges and Switches
- ✧ TCP/IP Networking

FOCUS SERIES

- ✧ Getting Started
- ✧ Working with FOCUS
- ✧ Basic Report Preparation
- ✧ Creating Simple Reports
- ✧ Creating Complex Reports
- ✧ Additional Reporting Techniques
- ✧ Fundamentals of Graphs
- ✧ Advanced Graph Topics
- ✧ Data Manipulation for Reporting
- ✧ Advanced Screening Techniques
- ✧ Creating File Definitions
- ✧ Adjusting File Definitions
- ✧ Accessing External Files
- ✧ Basic MODIFY Requests
- ✧ Segment Modification
- ✧ Complex MODIFY Requests
- ✧ Additional File Maintenance
- ✧ Dialogue Manager and FIDEL
- ✧ More Features of FIDEL
- ✧ MAINTAIN Facility
- ✧ Completing a MAINTAIN Application

LANS SERIES

- ✧ Network Basics
- ✧ Hardware and Software
- ✧ Internetworking

NETWORK+ SERIES

- ✧ Network Topology and Operating Systems



E-LEARNING TRAINING PROGRAM

- ✧ Network Media and Elements
- ✧ The OSI Reference Model and
- ✧ Physical Layer
- ✧ Data Link, Network and Transport Layers

NETWORKING FOR TECHNICAL USERS SERIES

- ✧ Technical Information
- ✧ Hardware and Software

NOTES 5 PROGRAMMING SERIES

- ✧ Designing in Domino
- ✧ Pages and Forms
- ✧ Organizing Info
- ✧ Scripting
- ✧ LotusScript
- ✧ Java

NOVELL 560 CNE SERIES

- ✧ NetWare Basics
- ✧ Installation
- ✧ Using NDS
- ✧ File System
- ✧ NDS Security
- ✧ File Security
- ✧ ZENworks
- ✧ Advanced ZENworks
- ✧ Distributed Printing

NOVELL 570 CNE ADVANCED ADMINISTRATION SERIES

- ✧ Upgrading or Migrating
- ✧ Managing the Server
- ✧ The File System
- ✧ NSS and Backup
- ✧ Memory and PCU Performance
- ✧ Disk and Network Performance

OBJECT-ORIENTED ANALYSIS AND DESIGN SERIES

- ✧ Intro
- ✧ System

OOP USING C++ SERIES

- ✧ OOP Using C++ in 21 Days

ORACLE SERIES

- ✧ Introduction to PL/SQL
- ✧ Overview of Developer/2000
- ✧ Forms 4.5 and Reports 2.5
- ✧ Graphics 2.5 and Procedure Builder 1.5
- ✧ Developer/2000 Applications
- ✧ Developer/2000 Integration

ORACLE8 SERIES

- ✧ Installing Oracle
- ✧ Database Management
- ✧ Building Databases
- ✧ Files, Data, and Users
- ✧ Database Schema Objects
- ✧ Processes and Security
- ✧ Backup and Recovery

POWERBUILDER 5.0 SERIES

- ✧ Overview
- ✧ Getting Started with PowerBuilder 5
- ✧ Using PowerScript
- ✧ Using DataWindows
- ✧ Delivering the Final Product

POWERBUILDER 6 SERIES

- ✧ Introducing PowerBuilder
- ✧ Design Concepts
- ✧ Building Objects
- ✧ Building Windows
- ✧ Event Programming
- ✧ PowerScript and SQL
- ✧ Creating DataWindows
- ✧ Using DataWindows
- ✧ Reviewing an Application
- ✧ The Final Product

RDBMS

- ✧ Database Principles



E-LEARNING TRAINING PROGRAM

RPG IV PROGRAMMING SERIES

- ✧ Introduction to RPG
- ✧ Getting Started with RPG
- ✧ Defining Data
- ✧ Arithmetic Operations
- ✧ Flow of Control
- ✧ Externally Described Files
- ✧ File Access and Record Manipulation
- ✧ Interactive Applications
- ✧ Tables and Arrays
- ✧ Modular Programming
- ✧ Advanced Data Definition
- ✧ Advanced Techniques
- ✧ Maintaining the Past

SAS SERIES

- ✧ Introduction
- ✧ Using SAS
- ✧ Data Manipulation
- ✧ DATA Step Programming
- ✧ Results
- ✧ Display Manager System
- ✧ Data Libraries
- ✧ Inputting Data and PROC SQL
- ✧ Combining and Updating Data Sets

SYBASE SERIES

- ✧ Introduction to Sybase
- ✧ Using SQL Server
- ✧ System Administration
- ✧ User Administration
- ✧ Programming with T-SQL
- ✧ Querying Databases with T-SQL
- ✧ T-SQL Commands

UNIX SYSTEMS SERIES

- ✧ Introduction to UNIX
- ✧ Shells: Bourne, Korn, and C
- ✧ Shell Programming
- ✧ System Administration I
- ✧ System Administration II
- ✧ Process Management

VISUAL BASIC 4.0 SERIES

- ✧ Beginning Skills
- ✧ Intermediate Skills
- ✧ Advanced Skills

VISUAL BASIC 5.0 SERIES

- ✧ Beginning Skills
- ✧ Intermediate Skills
- ✧ Advanced Skills
- ✧ Windows API and ActiveX

VISUAL BASIC 6 SERIES

- ✧ Programming Basics
- ✧ Controls and Coding
- ✧ Coding the Details
- ✧ Lists and More Controls
- ✧ Using Supplied Tools
- ✧ Data Files and Printing
- ✧ Program Tuning
- ✧ Delivering the Program

WINDOWS BASICS

- ✧ Server

TECHNICAL MAINFRAME

CICS/ESA SERIES

- ✧ Fundamentals
- ✧ Programming Basics
- ✧ Advanced Programming
- ✧ Defining Maps
- ✧ Generating Maps
- ✧ Using Maps

CMS SERIES

- ✧ CMS For New Users
- ✧ Advanced CMS Functions

COBOL SERIES

- ✧ Basics
- ✧ Program Structure
- ✧ Data Structure
- ✧ Coding the Procedure Division
- ✧ Completing the Procedure Division
- ✧ Numerics
- ✧ Coding Arithmetic Statements
- ✧ CICS and the New COBOL
- ✧ Migration to the New COBOL
- ✧ Functions in the New COBOL
- ✧ Compiling and Debugging



E-LEARNING TRAINING PROGRAM

DB2 SERIES

- ✧ The Programming Environment
- ✧ Row and Table Manipulation
- ✧ Program Development and Efficiency

EASYTRIEVE PLUS

- ✧ Using EASYTRIEVE PLUS
- ✧ Enhancing the Program

ISPF SERIES

- ✧ User Interface
- ✧ Basic Program Development
- ✧ Advanced Program Development

JCL SERIES

- ✧ Fundamentals of Jobstreams
- ✧ Data Sets, Procedures, and Output
- ✧ Specifying Job Information
- ✧ Controlling the Job Process
- ✧ Types of Data Sets
- ✧ Working with Data Sets
- ✧ Instream and Catalogued Procedures
- ✧ Coding and Executing Procedures
- ✧ Modifying Procedures

MICRO FOCUS COBOL WORKBENCH SERIES

- ✧ Getting Started
- ✧ Managing Files
- ✧ Developing Programs
- ✧ Testing Programs
- ✧ Compiling and Testing

MVS SERIES

- ✧ Fundamentals of MVS and JES
- ✧ Enhancing Performance
- ✧ Utilities
- ✧ Basic Operations
- ✧ Advanced Operations

QMF SERIES

- ✧ Fundamentals of QMF
- ✧ Prompted Query and QBE
- ✧ Reports
- ✧ Additional Formatting Techniques

REXX SERIES

- ✧ Introducing REXX
- ✧ Advanced REXX Features

SQL SERIES

- ✧ Database Maintenance
- ✧ Database Objects
- ✧ Query Techniques
- ✧ Joining Tables

TSO/E SERIES

- ✧ CLISTS
- ✧ Advanced Features

VSAM SERIES

- ✧ Fundamentals
- ✧ Advanced Features

XEDIT SERIES

- ✧ XEDIT for New Users
- ✧ Advanced XEDIT Functions

TECHNICAL MCSE

EXCHANGE SERVER 4 SERIES

- ✧ Planning
- ✧ Installing and Configuring
- ✧ Administering and Managing

EXCHANGE SERVER 5.0 SERIES

- ✧ Planning
- ✧ Configuration
- ✧ Installation
- ✧ Managing
- ✧ Monitoring
- ✧ Troubleshooting
- ✧ Site Solutions

EXCHANGE SERVER 5.5 SERIES

- ✧ Planning
- ✧ Strategies
- ✧ Installing
- ✧ Configuring
- ✧ Managing
- ✧ Monitoring
- ✧ Troubleshooting
- ✧ Connectivity
- ✧ Site Solutions



E-LEARNING TRAINING PROGRAM

IIS 4 SERIES

- ✧ Internet Information Server Basics
- ✧ Architecture and Components
- ✧ Configuration
- ✧ The WWW Server
- ✧ The FTP Service
- ✧ Security
- ✧ Microsoft Certification Server
- ✧ The SMTP Server
- ✧ The NNTP Server
- ✧ Microsoft Index Server
- ✧ Programmability
- ✧ Performance Tuning
- ✧ Site Analysis
- ✧ Troubleshooting

NETWORKING ESSENTIALS SERIES

- ✧ Terminology
- ✧ Standards
- ✧ Planning a Topology
- ✧ Planning Connections
- ✧ Implementation
- ✧ Troubleshooting

SQL SERVER 6.5 SERIES

- ✧ Introduction
- ✧ Installation and Setup
- ✧ Users and Replication
- ✧ Database Administration
- ✧ System Management
- ✧ Tuning for Performance

SQL SERVER 7 ADMIN SERIES

- ✧ Security Strategy
- ✧ System Requirements
- ✧ Migration Planning
- ✧ Replication Plans
- ✧ Installing the Server
- ✧ Other Installations
- ✧ Configuring
- ✧ Security Management
- ✧ Managing Accounts
- ✧ Managing Permissions
- ✧ Database Management
- ✧ Loading Databases
- ✧ Backups and Restores
- ✧ Managing Replication
- ✧ Management Tasks

- ✧ Monitoring Events
- ✧ Watching & Optimizing
- ✧ Server Repair
- ✧ More Troubleshooting

TCP/IP SERIES

- ✧ Introduction to TCP/IP Concepts
- ✧ Data Delivery and Routing
- ✧ Microsoft TCP/IP and IIS
- ✧ Printing Services and DHCP
- ✧ Name Resolution and WINS
- ✧ Introduction to DNS Server
- ✧ Managing DNS and TCP/IP
- ✧ Utilities for Monitoring TCP/IP
- ✧ Performance Monitor and RAS
- ✧ PPTP and Troubleshooting

WINDOWS ACTIVE DIRECTORY MCSE SERIES

- ✧ Preparing for Active Directory
- ✧ Building an Active Directory Structure
- ✧ Administering Active Directory Services
- ✧ Managing Servers
- ✧ Understanding Group Policy
- ✧ Managing User Environments with Group Policy
- ✧ Distributing Software with Group Policy
- ✧ Managing Security with Group Policy
- ✧ Using Remote Installation Services

WINDOWS DIRECTORY DESIGN MCSE SERIES

- ✧ Analyzing Business Requirements
- ✧ Analyzing the Technical Environment
- ✧ Analyzing Performance and Access
- ✧ Analyzing Security Considerations
- ✧ Analyzing the Impact of Active Directory
- ✧ Analyzing Client Management Requirements
- ✧ Directory Naming and DNS Placement
- ✧ Designing Directory Service Architecture
- ✧ Designing a Site Topology and Service Locations
- ✧ Designing an OU Management Structure
- ✧ Designing a Group Policy Management Structure
- ✧ Planning for Coexistence with Other Directories
- ✧ Schema Modification Policy and Implementation Plan



E-LEARNING TRAINING PROGRAM

WINDOWS NETWORK ADMINISTRATION

MCSE SERIES

- ✧ Working with DNS and DHCP
- ✧ Working with Remote Access
- ✧ Working with Network Protocols
- ✧ Working with WINS and NAT
- ✧ Working with IP Routing
- ✧ Working with Certificate Services

WINDOWS NETWORK DESIGN MCSE SERIES

- ✧ Analyzing Business Needs
- ✧ Analyzing Technical Needs
- ✧ Infrastructure Design
- ✧ DHCP and Name Services
- ✧ Designing for the Internet
- ✧ Designing a WAN
- ✧ Management and Services

WINDOWS PROFESSIONAL SERIES MCSE SERIES

- ✧ Installation
- ✧ Remote Installation and Upgrades
- ✧ Administering Resource
- ✧ Administering Shared Resources
- ✧ Managing Disks
- ✧ Managing Hardware
- ✧ Monitoring and Optimizing Your System
- ✧ Configuring Your Desktop
- ✧ Networking with Windows Professional
- ✧ Using TCP/IP
- ✧ Managing Users and Groups
- ✧ Securing Your System

WINDOWS SECURITY DESIGN MCSE SERIES

- ✧ Analyzing Business Requirements
- ✧ Analyzing Technical Requirements
- ✧ Establishing a Security Baseline
- ✧ Planning Security for System Resources
- ✧ Designing a Security Group Strategy
- ✧ Designing Security Policy Inheritance
- ✧ Protecting Resources with Auditing and Encryption
- ✧ Using Native Windows Authentication
- ✧ Using Alternate Authentication Strategies
- ✧ Designing a Public Key Infrastructure
- ✧ Designing a Security for Network Services
- ✧ Designing Security for Access Between

Networks

- ✧ Designing Security for Communications Channels

WINDOWS SERVER MCSE SERIES

- ✧ Installation
- ✧ Hardware
- ✧ Controlling Access to Files and Folders
- ✧ Controlling Access to Web Resources and Printers
- ✧ Optimizing Your Server
- ✧ Recovering from Disaster
- ✧ Configuring Disks and Volumes
- ✧ Administering Disks
- ✧ Networking Your Server
- ✧ Implementing Remote Access
- ✧ Implementing Terminal Services
- ✧ Using Security Features

WINDOWS NT SERVER ENTERPRISE 4.0 SERIES

- ✧ Configuration
- ✧ Connectivity

WINDOWS NT SERVER 4.0 SERIES

- ✧ Planning and Installation
- ✧ Configuration
- ✧ Resource Management
- ✧ Monitoring and Troubleshooting

WINDOWS NT WORKSTATION 4.0 SERIES

- ✧ Installation & Configuration
- ✧ Connectivity & Resource Mgmt.
- ✧ Troubleshooting

WINDOWS XP PROFESSIONAL MCSE SERIES

- ✧ Installation
- ✧ Administering Resources
- ✧ Configuring Hardware
- ✧ Optimizing the System
- ✧ Configuring the Desktop



E-LEARNING TRAINING PROGRAM

TECHNICAL WEB DEVELOPMENT

CGI/PERL SERIES

- ✧ Getting Familiar with Forms
- ✧ Building Programs
- ✧ Web Applications
- ✧ Interacting with Databases

DYNAMIC HTML SERIES

- ✧ DHTML and Style Sheets
- ✧ Using JavaScript
- ✧ Objects and Events
- ✧ Styles and Content
- ✧ Data from Other Sources

E-COMMERCE SERIES

- ✧ Your E-Business
- ✧ Getting Started
- ✧ Influences on E-Commerce
- ✧ Killer Apps
- ✧ Developing Your E-Business
- ✧ Real-Time and Data Mining
- ✧ Lowering Your Business Costs
- ✧ Customer Service and Payment
- ✧ Marketing Your E-Business
- ✧ Advertising on the Internet
- ✧ Building Marketing Strategy
- ✧ Resource Planning
- ✧ Managing Your E-Business

FRONTPAGE SERIES

- ✧ Creating Web Sites
- ✧ Building Pages
- ✧ Working with Images
- ✧ Adding Spark to Your Site

GUI DESIGN SERIES

- ✧ Planning an Interface
- ✧ Developing an Interface
- ✧ Designing Screen Elements

HTML SERIES

- ✧ Start Creating Your Own Web Pages
- ✧ Creating High Quality Web Graphics
- ✧ Layout and Design for Your Web Pages

- ✧ Making Your Web Pages Interactive
- ✧ Start Using JavaScript
- ✧ Using JavaScript for Interactivity
- ✧ Using Advanced JavaScript

JAVA SERIES

- ✧ Writing Java Programs
- ✧ Java Programming Basics
- ✧ Using Objects and Arrays
- ✧ Creating Java Applets
- ✧ Graphics and User Events
- ✧ Putting Your Skills to Work

JAVA 2 PROGRAMMER CERTIFICATION SERIES

- ✧ Java and Object-Oriented Fundamentals
- ✧ Declarations, Flow Control, and Exception Handling
- ✧ Classes, Interfaces, Methods, and Garbage Collection
- ✧ Threads

PHOTOSHOP SERIES

- ✧ Managing Graphics Files
- ✧ Colors, Brushes, and Printing
- ✧ Selecting and Retouching
- ✧ Text, Fills, and Actions
- ✧ Using Layers and Plug-Ins
- ✧ Manipulating Images

VISUAL INTERDEV 6 SERIES

- ✧ Learning the Basics
- ✧ Using HTML
- ✧ Dynamic Content
- ✧ Objects and Databases
- ✧ DataBase Interaction
- ✧ Active Server Pages
- ✧ Controls and Scripts
- ✧ Testing and Debugging
- ✧ Management and Design

WEB DESIGN & GRAPHICS SERIES

- ✧ Introduction to Design
- ✧ Making Your Site Fast and Viewable
- ✧ Building Your Site with Images
- ✧ Building Your Site with Formatting
- ✧ Using Other Tools



E-LEARNING TRAINING PROGRAM

XML SERIES

- ✧ Viewing and Understanding XML
- ✧ Creating a Basic Document
- ✧ Building DTDs and Checking Documents
- ✧ Entities
- ✧ The Document Object Model
- ✧ CSS and XSL Style Sheets

END USER BUSINESS SKILLS DEVELOPMENT

BASICS OF BUSINESS MATH SERIES

- ✧ Fractions
- ✧ Decimals
- ✧ Calculator
- ✧ Equations
- ✧ Percents
- ✧ Reports

BUSINESS COMMUNICATION SERIES

- ✧ Writing Skills
- ✧ Forms of Writing
- ✧ Documentation

BUSINESS MANAGEMENT SERIES

- ✧ Pressure
- ✧ The Three C's
- ✧ Visualization
- ✧ Stress Management
- ✧ Project Management
- ✧ Project Resources

CUSTOMER SERVICE SERIES

- ✧ Defining Service
- ✧ Communicating
- ✧ Fixing Problems
- ✧ Building a Department
- ✧ Tools of the Trade

GRAMMAR SERIES

- ✧ Fundamental Sentence Structures
- ✧ Punctuation
- ✧ Complex Sentence Structures
- ✧ Advanced Grammar

MOTIVATION SERIES

- ✧ Leading with a Vision
- ✧ Communicating
- ✧ Rewarding and Correcting
- ✧ Performance and Training
- ✧ Building Trust

NEGOTIATING SERIES

- ✧ Negotiating Techniques
- ✧ Gaining Control
- ✧ Closing the Deal
- ✧ Everyday Negotiations

SEXUAL HARASSMENT SERIES

- ✧ Understanding the Issues
- ✧ Understanding the Law
- ✧ Assessing the Problem Situations
- ✧ Responding Effectively
- ✧ Designing Policies and Procedures
- ✧ Federal and State Law
- ✧ Common Law Tort Actions

TIME MANAGEMENT SERIES

- ✧ Introduction
- ✧ Meetings
- ✧ Managing Work
- ✧ Co-Workers

END USER/DESKTOP COMPUTING

ACCESS SERIES

- ✧ Creating Databases
- ✧ Building Tables
- ✧ Modifying Tables
- ✧ Sorting and Filtering
- ✧ Relationships and Queries
- ✧ Building Forms
- ✧ Producing Reports
- ✧ Advanced Tasks

COMPUTER BASICS

- ✧ Using Your PC



E-LEARNING TRAINING PROGRAM

COMPUTING CONCEPTS SERIES

- ✧ Types of Security
- ✧ Security Risks
- ✧ Database Basics
- ✧ Selecting Databases
- ✧ Data Processing
- ✧ Managing Data
- ✧ Teleprocessing
- ✧ Transmitting Data
- ✧ Messages

CRYSTAL REPORTS 8 SERIES

- ✧ Getting Started
- ✧ Designing a Report
- ✧ Selecting Records
- ✧ Sorting and Grouping Data
- ✧ Creating Summary Totals, Reports, and Graphs
- ✧ Formulas and Functions
- ✧ Printing and Exporting
- ✧ Linking Tables

EXCEL MOUS EXPERT SERIES

- ✧ Importing and Exporting Data
- ✧ Working with Templates, Links, and Report Manager
- ✧ Formatting, Sorting, and Filtering Data
- ✧ Naming Ranges, Working with Macros, and Customizing Toolbars
- ✧ Validating and Auditing Data
- ✧ Analyzing Data and Using PivotTables
- ✧ Sharing Work and Adding Security

EXCEL MOUS SERIES

- ✧ Working with Cells
- ✧ Working with Files
- ✧ Formatting Worksheets
- ✧ Page Setup and Printing
- ✧ Worksheets and Workbooks
- ✧ Formulas and Functions
- ✧ Charts and Objects

EXCHANGE SERIES

- ✧ Using Microsoft Exchange
- ✧ Using Microsoft Exchange 5.0

GROUPWISE 5.5 SERIES

- ✧ Getting Started with GroupWise
- ✧ Creating and Sending Messages

- ✧ Organizing Your Mailbox
- ✧ Calendar, Task, and Phone Features
- ✧ Managing Documents and Folders
- ✧ Advanced GroupWise Features

INTERNET/INTERNET EXPLORER SERIES

- ✧ Internet: A Beginner's Guide
- ✧ Browsing the Web
- ✧ Using Files and Mail
- ✧ Internet Explorer

LOTUS NOTES SERIES

- ✧ Getting Around in Notes
- ✧ Reading and Sending Mail
- ✧ Managing Mail
- ✧ Using the Calendar
- ✧ Meetings and Address Books
- ✧ Browsing the Web
- ✧ Editing Documents
- ✧ Using Document Tables
- ✧ File Attachments and Links
- ✧ Finding and Viewing Data
- ✧ Replication
- ✧ Using Notes Remotely

NETWORKING FOR END USER

- ✧ Networking for End Users

OFFICE SERIES

- ✧ Getting Started
- ✧ Editing Text and Printing
- ✧ Text and Document Formats
- ✧ Introduction to Word
- ✧ Introduction to Excel
- ✧ Introduction to Outlook
- ✧ Introduction to PowerPoint
- ✧ Introduction to Access

OFFICE UPGRADE SERIES

- ✧ Getting Around in the New Interface
- ✧ New Options and Tools
- ✧ Changes in Applications



E-LEARNING TRAINING PROGRAM

OUTLOOK SERIES

- ✧ Navigating in Outlook
- ✧ Reading and Sending Messages
- ✧ Customizing and Organizing Messages
- ✧ Using the Calendar
- ✧ Using Tasks and Notes

PAINT SHOP PRO 5

- ✧ Working With Graphics
- ✧ Enhancing Images

POWERPOINT SERIES

- ✧ Presentations
- ✧ Layout and Text
- ✧ Graphics and Tables
- ✧ Custom Slides
- ✧ Showing Slides

PROJECT SERIES

- ✧ Starting a Project
- ✧ Scheduling Tasks and Adding Resources
- ✧ Managing Work and Multiple Projects
- ✧ Using Project Central
- ✧ Customizing the Project
- ✧ Creating Reports and Exporting Data

SAP R/3 RELEASE 4.6 SERIES

- ✧ Getting Started
- ✧ Using the Task Interface
- ✧ Working with Data in a Task
- ✧ Optimizing R/3 and Getting Help
- ✧ Reporting

WINDOWS SERIES

- ✧ Customizing the Desktop
- ✧ Working Faster
- ✧ Maximizing Performance

WORD MOUS EXPERT SERIES

- ✧ Page Formatting
- ✧ Managing Documents
- ✧ Inserting Objects
- ✧ Advanced Features
- ✧ Workgroups

WORD SERIES

- ✧ Managing Documents
- ✧ Working with Text
- ✧ Formatting Paragraphs
- ✧ Page Format and Printing
- ✧ Tables and Other Objects

END USER HOME & SMALL BUSINESS

BUDGETING AND SAVING SERIES

- ✧ Confronting Debt
- ✧ Eliminating Debt
- ✧ Banking Basics
- ✧ Choosing Bank Accounts
- ✧ Planning Your Retirement
- ✧ Making 401(k) Plans Work
- ✧ Exploring Investment Options

INTERVIEW SKILLS SERIES

- ✧ Getting the Interview
- ✧ Preparing Yourself
- ✧ Making an Entrance
- ✧ Listening and Answering
- ✧ Taking the Reins
- ✧ Asking Questions
- ✧ Opening Interviews
- ✧ Tough Interviews
- ✧ Following Through

MONEY SERIES

- ✧ Getting Started
- ✧ Plan and Budget for Life

RESUMES SERIES

- ✧ Choosing a Resume Format
- ✧ Starting Out With a Bang
- ✧ Packing a Powerful Resume
- ✧ Circulating Your Resume



CUSTOMER COMMUNICATION SKILLS FOR IT PROFESSIONALS

COST: \$160.00

DURATION: 2 DAYS

TARGET AUDIENCE:

IT Managers and team leaders, project managers, help desk or technical support staff, and any IT person who communicates with internal or external customers regularly.

Communicating effectively with both internal and external customers is an essential skill for IT professionals. Having good technical skills is only half of what you need; the other half is having the skills to gain customer satisfaction, understanding, and cooperation. In this course you will learn methods for effective communication whether you are talking to customers to gather requirements, solve problems, or present solutions.

At the end of this course participants will be able to:

- ✓ Properly Set and Understand Customer Expectations
- ✓ Establish Rapport and Trust with Customers So they Become your allies, not adversaries
- ✓ Translate Technical Jargon for Non-Technical Customers
- ✓ Recognize Cultural Differences that may impact communication
- ✓ Handle difficult customers (angry, frustrated, rambling, clueless, distraught, confused)
- ✓ Persuade Customers to your viewpoint
- ✓ Take care of Yourself when faced with difficult customers

Course Outline

- A. Choosing Customer Service to Meet Customer Expectations
- B. The Communications Process
- C. Skillful Customer Learning
- D. Improving Nonverbal Communication
- E. Translating Technical Speech for the Non-Technical Listener
- F. Respecting Cultural Differences
- G. Understanding Others' Response Styles
- H. Sharing and Obtaining Customer Information
- I. Creating a Win/Win Customer Service Environment
- J. How to Say "No" to your Customers
- K. Managing the most Difficult Customers
- L. Preventing Customer Service Burnout
- M. Producing and Delivering Effective Presentations



MANAGEMENT SKILLS FOR IT PROFESSIONALS

COST: \$250.00

DURATION: 3 DAYS

TARGET AUDIENCE:

This course is target to supervisors, managers and leadworkers in IT Classifications who wish to gain or fine-tune their management skills.

When technical professionals are given new leadership responsibility, their success depends on how quickly they learn people-oriented management skills to complement their technical knowledge. This workshop will provide new and experienced managers with the practical skills needed to lead effective teams of technical professionals.

You gain a working knowledge of the key aspects of management: leadership, delegation, motivation and communication-and practical techniques for getting the best from technical people.

MANAGEMENT BASICS

- * Making the transition from technical expert to manager
- * Developing a Management Role Model
- * How Managing, Leading and Administering Relate

GOALS AND MOTIVATION

- * Recognizing what motivates employees
- * Distinguishing between motivating and demotivating factors
- * Managing employees more expert than you

TEAM MANAGEMENT AND EFFECTIVENESS

- * Creating a high achievement environment for your team
- * Giving recognition: when and how
- * Identifying gaps in your team makeup
- * What teams can do that individuals can't
- * Managing as a team player, not an autocrat

DEVELOPING YOUR MANAGEMENT STYLE

- * Becoming a proactive manager



PROJECT MANAGEMENT - A COMPREHENSIVE INTRODUCTION

COST: \$350.00

DURATION: 3 Days

TARGET AUDIENCE:

Managers with project management responsibilities, team leaders with large projects, project coordination and control staff, and managers interested in updating their project management skills. Individuals and teams are encouraged to bring to class and work on existing projects.

Successful Information Technology organizations are developing project management competency centers to improve the success rate and return on investment of key initiatives. Success as a project manager depends on one's ability to define, plan, organize, control and complete a variety of activities comprising complex and interdependent tasks which are supported by the same set of limited resources. This course covers the development of the knowledge, skills and abilities necessary to successfully manage information technology projects. The course emphasizes activities designed to familiarize the learner with the three major domains necessary for successful project management: business knowledge, interpersonal and project management methods and processes.

COURSE TOPICS:

- ✧ Introducing Project Management
- ✧ The Project Life Cycle
- ✧ The Waterfall Model
- ✧ The Spiral Model
- ✧ Project Initiation
- ✧ Planning a Project
- ✧ Defining the Project Team and Roles & Responsibilities
- ✧ Defining Project Scope
- ✧ Risk Management
- ✧ Project Schedule Development
- ✧ Project Planning Summary
- ✧ Project Execution
- ✧ Project Tracking
- ✧ Project Control Metrics
- ✧ Project Change Management & Configuration Management
- ✧ Project Reporting
- ✧ Project Closeout



PROJECT MANAGEMENT THEORY AND CERTIFICATION

COST: \$1,200.00

DURATION: 5 Days

TARGET AUDIENCE:

Anyone involved in projects, in either management or support roles. It is ideal for beginning level project managers, and other management participating in project planning or product development.

The key to running successful projects is the defining of a detailed scope at the start and making sure there is adequate communication between all team members. This program gives you a foundation in Project Management concepts, techniques and practices.

MODULE A: ESSENTIALS OF PROJECT MANAGEMENT

The course gives you a foundation in Project Management concepts, techniques and practices. The seminar is a mixture of student participation, lecture, and practical exercises. Group projects based on seminar material gives you an opportunity to implement concepts and techniques as you learn them.

OBJECTIVES:

The participant will learn about a project manager's role in every phase of the project. Learn the basic Project Management tools. Discover how to:

- ★ **Define the meaning of the term “Project Management Paradigm”**
- ★ **List and discuss the four phases of the “Project Life-Cycle”**
- ★ **Understand the four steps in the “Project Management Process”**
- ★ **List the activities associated with each phase of the Project Life Cycle**
- ★ **Define the working definition of the term Project Manager**
- ★ **Define the working definition of the term Project**
- ★ **List the roles and responsibilities of a Project Manager**
- ★ **Define the five organizational structure**



PROJECT MANAGEMENT THEORY AND CERTIFICATION

MODULE B: PLANNING THE PROJECT

The course gives you a foundation in Planning a Project. The seminar is a mixture of student participation, lecture, and practical exercises. Group projects based on seminar material, gives you an opportunity to use planning skills and techniques as you learn them.

OBJECTIVES:

Discovering the project manager's role in the planning phase. Learn the basic planning tools. Discover how to:

- ★ Define the term 'Scope Statement' and explain its role in the process
- ★ Catalogue the elements in the Planning Phase
- ★ List the benefits of having a Project Plan
- ★ Develop a Project Plan
- ★ Forge a Work Breakdown Structure
- ★ Explain the four methods of arriving at estimates of task duration
- ★ Describe the three fundamental Task Relationships
- ★ Explain the use of GANTT Charts
- ★ Explain and resolve Resource Over Allocations
- ★ Explain the multiple purposes of the Work Breakdown Structure (WBS)
- ★ State the components of the Project Management Information System (PMIS)
- ★ Use the triple constraints to improve management of projects

MODULE C: MONITORING AND CONTROLLING THE PROJECT

Gain a foundation in the monitoring & controlling concepts, techniques and practices. A mix of student participation, lecture, and practical exercises are presented. Group projects based on the material, give you an occasion to utilize these techniques.

OBJECTIVES:

To cover the project manager's role during the Execute phase. Determine how to:

- ★ Define the term 'Baseline' and explain the role of "Baseline" in the Project Management Process
- ★ List the elements of the Execute Phase
- ★ Perform progress reporting
- ★ Use Earned Value Analysis
- ★ Describe formats of weekly reports
- ★ Explain the use of GANTT Charts in tracking progress
- ★ Explain and resolve Resource Over Allocations
- ★ Importance of documenting the project.
- ★ Ability to use monitoring tools
- ★ Use the Triple Constraints
- ★ Introduction to methods like Crashing and Fast Tracking of the schedule
- ★ Introduction to techniques for Motivating and Influencing Team



PROJECT MANAGEMENT THEORY AND CERTIFICATION

MODULE D: CLOSING OUT THE PROJECT

The course gives you a foundation in Project Management concepts, techniques and practices. The seminar is a mixture of student participation, lecture, and practical exercises. Group projects based on the seminar material, gives you an opportunity to implement Close out concepts and techniques as you learn them.

OBJECTIVES:

The participant will learn Project manager's role in the close out phase of a project. Discover how to:

- ★ **Define the term 'Lessons Learned' and explain the role of "Lessons Learned" in the Project Management Process**
- ★ **List the elements in the Project Management Close Out Phase**
- ★ **Ability to prepare for hand over to Maintenance**
- ★ **Perform customer evaluation**
- ★ **Celebrate the project's success**
- ★ **Reward team members**
- ★ **Set-up hand off to customer**
- ★ **Importance of documenting the project "Lessons Learned"**
- ★ **Transition to Maintenance Mode**

MODULE E: LEADERSHIP FOR PROJECT MANAGERS

This seminar is a mixture of participant participation, lecture and practical exercises. The course gives you a foundation in leadership qualities and tools for building effective teams. Group projects based on seminar material give you an opportunity to discuss and implement leadership concepts and techniques as you learn them.

OBJECTIVES:

The participant will acquire knowledge of Leadership Qualities when applied will enhance the individual's and company's chance of success. Participants will learn how to improve the leader within. Learn how to use the following basic leadership and team building tools:

- ★ **Learn definitions of leadership**
- ★ **Learn identification of individual strengths**
- ★ **Learn keys to becoming an effective leader**
- ★ **Learn methods to gain leadership experience**
- ★ **How to develop people**
- ★ **How to motivate people**
- ★ **How to do effective team building**



SPECIAL SKILLS ENHANCEMENT SESSIONS

The following courses are intended for those individuals wishing to further their knowledge of particular skills covered in the Microsoft Office courses they have attended or their current knowledge base. They will be given as ½ day sessions; participants may choose between Session 1 which will run from 9:00 a.m. –12:00 p.m. or Session 2 which will run from 1:00 p.m. – 4:00 p.m. Please specify which session you plan to attend on your registration form or a selection will be made for you.

MS EXCEL EXECUTIVE WORKSHOP

COST: 65.00

DURATION: 1/2 Day

PREQUISITE:

Introduction to MS Excel or a Working Knowledge of Excel

This Executive Workshop is designed to give any frequent Excel user the ability to enhance their documents with the features that they need most. Complete mastery of Excel requires additional training, however, this half-day class will show you how to enhance your worksheets for a more professional and productive presentation.

Name Data

- ◆ Name ranges of data
- ◆ Apply names to functions

Link Workbook Cells And Ranges

- ◆ Link cells with Paste Link
- ◆ Change and update a link
- ◆ Edit and delete a link

Create And Formatting Charts

- ◆ Create an embedded chart using the ChartWizard
- ◆ Create a Chart sheet
- ◆ Apply chart types
- ◆ Save and print charts

Manage Spreadsheet Data

- ◆ Rearrange columns of data through sorting
- ◆ Filter data using AutoFilter and Advanced Filter
- ◆ Establish criteria for advanced filter

Calculate With Functions And Formulas

- ◆ Enter basic functions using the Function Wizard
- ◆ Identify parts of a function
- ◆ Add columns of data manually
- ◆ Add columns of data automatically using AutoSum
- ◆ Average data



SPECIAL SKILLS ENHANCEMENT SESSIONS

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MS POWERPOINT EXECUTIVE WORKSHOP

COST: \$65.00

DURATION: 1/2 Day

PREQUISITE:

Introduction to MS PowerPoint or a Working Knowledge of PowerPoint

IDENTIFY EFFECTIVE PRESENTATION TECHNIQUES

- ★ Plan for your visual aids
- ★ Identify slide formatting guidelines
- ★ Identify ways adults interpret data
- ★ Determine effects colors have on an adult audience
- ★ Compare and contrast colors to use in an on-line presentation

CREATE A CUSTOM DESIGN

- ★ Access the Slide Master

SHARE INFORMATION WITH OTHER APPLICATIONS

- ★ Copy and link Word and Excel tables
- ★ Import documents

SHARE A PRESENTATION

- ★ Access the Pack and Go Wizard
- Manipulate imported data in Outline View

PRESENT SLIDE SHOWS

- ★ Set transitions and slide timings
- ★ Animate text and other objects
- ★ Run a slide show

This Executive Workshop is designed to give any frequent PowerPoint user the ability to enhance their presentations with the features that they need most. Complete mastery of PowerPoint requires additional training, however, this half-day class will show you how to enhance your presentations for greater clarity and impact.



SPECIAL SKILLS ENHANCEMENT SESSIONS

The following courses are intended for those individuals wishing to further their knowledge of particular skills covered in the Microsoft Office courses they have attended or their current knowledge base. They will be given as ½ day sessions; participants may choose between Session 1 which will run from 9:00 a.m. –12:00 p.m. or Session 2 which will run from 1:00 p.m. – 4:00 p.m. Please specify which session you plan to attend on your registration form or a selection will be made for you.

MS WORD EXECUTIVE WORKSHOP

COST: \$65.00

DURATION: 1/2 Day

PREQUISITE:

Introduction to MS Word or a Working Knowledge of Word

ORGANIZE TEXT WITH TABLES

- ★ Create and edit a table
- ★ Enter data into a table
- ★ Move and copy cells
- ★ Indent text within a cell
- ★ Change column width and row height
- ★ Add borders and shading
- ★ Add and delete cells, rows and columns

COMBINE TEXT AND GRAPHICS

- ★ Insert a text box into the document
- ★ Link text boxes

This Executive Workshop is designed for any frequent user of MS Word and gives them the ability to enhance their Word documents with the features that they need most. Complete mastery of Word requires additional training, however, this half-day class will give your documents additional impact and professionalism

MERGE INFORMATION

- ★ Distinguish source documents and data sources
- ★ Enter data into a data form
- ★ Create a source document
- ★ Access the Mail Merge Helper
- ★ Merge data

CREATE MACROS

- ★ Record a basic macro
- ★ Create macro buttons
- ★ Run a basic macro



SPECIAL SKILLS ENHANCEMENT SESSIONS

The following courses are intended for those individuals wishing to further their knowledge of particular skills covered in the Microsoft Office courses they have attended or their current knowledge base. They will be given as ½ day sessions; participants may choose between Session 1 which will run from 9:00 a.m. –12:00 p.m. or Session 2 which will run from 1:00 p.m. – 4:00 p.m. Please specify which session you plan to attend on your registration form or a selection will be made for you.

WORD: MAIL MERGE, TEMPLATES AND TABLES

COST: \$65.00

DURATION: 1/2 Day

MAIL MERGE

- ★ Overview of Mail Merge
- ★ Mail Merge Data Source
- ★ Creating and Printing forms. Letters and envelopes using Mail Merge
- ★ Troubleshooting Mail Merge

CREATING TEMPLATES

- ★ Overview of Templates
- ★ Using and modifying existing templates
- ★ Creating a new template

This 3-hour session is designed to enhance user's skills in using Mail Merge, Template and Table tools available in Word. Users must have a basic understanding of Microsoft Word.

WORKING WITH TABLES

- ★ Overview of tables
- ★ Creating and formatting tables
- ★ Performing calculations in a table



SPECIAL SKILLS ENHANCEMENT SESSIONS

The following courses are intended for those individuals wishing to further their knowledge of particular skills covered in the Microsoft Office courses they have attended or their current knowledge base. They will be given as ½ day sessions; participants may choose between Session 1 which will run from 9:00 a.m. –12:00 p.m. or Session 2 which will run from 1:00 p.m. – 4:00 p.m. Please specify which session you plan to attend on your registration form or a selection will be made for you.

EXCEL: LINKING SPREADSHEETS TO OTHER SPREADSHEETS AND FILES

COST: \$65.00

DURATION: 1/2 Day

- ★ Overview of Excel
- ★ Overview of performing calculations and formulas
- ★ User will build calculations that reference both worksheets and separate files

This 3-hour session is designed to build skills in linking spreadsheets to other spreadsheets and files. Users should have a basic understanding of spreadsheets and be familiar with building simple formulas.

POWERPOINT: CREATING TEMPLATES

COST: \$65.00

DURATION: 1/2 Day

- ★ Overview of Templates
- ★ Design templates
- ★ Content templates
- ★ Using and modifying templates
- ★ Creating a new template

This 3-hour session is designed to enhance knowledge of templates in Microsoft PowerPoint. Users should have a basic understanding of PowerPoint.

MICROSOFT OFFICE USER SPECIALIST

The Microsoft Office User Specialist (MOUS) program is globally recognized as the standard for demonstrating desktop skills with the Microsoft Office suite of business productivity applications (Word, Excel, PowerPoint, Access, Outlook and the Microsoft Project applications.) With a MOUS certification, thousands of people have demonstrated increased productivity and have proved their ability to utilize the advanced functionality of these Microsoft applications.

To earn the Microsoft Office User Specialist (MOUS) certification, you must pass one or more certification exams. The exams provide a valid and reliable measure of technical proficiency and expertise by evaluating your overall comprehension of Microsoft Office, your ability to use their advanced features, and your ability to integrate them with other software applications.

When selecting a Certification Track, identify your personal goals for certification. Do you want to take one exam to demonstrate a strong knowledge of the database function in Microsoft Access or do you want to set a long-term goal to become a Microsoft Office User Specialist at the master-level by successfully completing five Microsoft Office exams? You should assess your existing knowledge of the desktop application based on experience, training, and personal needs as well as consider the following:

- ★ *The amount of time you used the Microsoft Office application.*
- ★ *The frequency and depth of your experience with the application.*
- ★ *The version of the application with which you are most familiar.*

PREREQUISITE: Basic knowledge in the use of Windows is recommended.

MASTER CERTIFICATION — Candidates must successfully complete ALL FIVE of the required examinations. (Microsoft Word, Excel, PowerPoint, Access, and Outlook)

EXPERT CERTIFICATION — The expert certification exams will test your ability to complete complex assignments requiring advanced formatting and functionality in addition to standard business tasks. Candidates must successfully complete any ONE of the Expert examinations. (Microsoft Word or Excel)

CORE CERTIFICATION — Core certification exams will test your ability to complete a wide range of standard business tasks with ease. Candidates must successfully complete any ONE of the Core examinations. (Microsoft Word, Excel, PowerPoint, Access, Project Management and Outlook)

MICROSOFT OUTLOOK

COST: \$360.00

DURATION: 3 Days

- ★ Communicating Inside and Outside Your Company
- ★ Use Outlook to Manage Messages
- ★ Use the Outlook Calendar
- ★ Navigate and Use Outlook Effectively
- ★ Use Contacts
- ★ Use Tasks
- ★ Integrate Microsoft Office Applications with Outlook

MICROSOFT OFFICE USER SPECIALIST

MICROSOFT PROJECT

COST: \$250.00

DURATION: 2 Days

- ★ Create a Project Plan
- ★ Track a Project
- ★ Communicating Project Information
- ★ General Project Management Concepts
- ★ Customizing a Project

MICROSOFT EXCEL EXPERT LEVEL

COST: \$600.00

DURATION: 5 Days

- ★ Importing and Exporting Data
- ★ Using Templates
- ★ Using Multiple Workbooks
- ★ Formatting Numbers
- ★ Printing Workbooks
- ★ Working with Named Ranges
- ★ Working with Toolbars
- ★ Using Macros
- ★ Auditing a Worksheet
- ★ Displaying and Formatting Data
- ★ Using Analysis Tools
- ★ Collaborating with Workgroups

MICROSOFT POWERPOINT

COST: \$360.00

DURATION: 3 Days

- ★ Creating a Presentation
- ★ Modifying a Presentation
- ★ Working with Text
- ★ Working with Visual Elements
- ★ Customizing a Presentation
- ★ Creating Output
- ★ Delivering a Presentation
- ★ Managing Files

MICROSOFT ACCESS

COST: \$480.00

DURATION: 4 Days

- ★ Planning and Designing Databases
- ★ Building and Modifying Tables
- ★ Building and Modifying Forms
- ★ Viewing and Organizing Information
- ★ Defining Relationships
- ★ Producing Reports
- ★ Integrating with Other Applications
- ★ Using Access Tools

MICROSOFT WORD

COST: \$480.00

DURATION: 4 Days

- ★ Working with Text
- ★ Working with Paragraphs
- ★ Working with Documents
- ★ Managing Files
- ★ Using Tables
- ★ Working with Pictures and Charts

MICROSOFT EXCEL

COST: \$360.00

DURATION: 3 Days

- ★ Working with Cells
- ★ Working with Files
- ★ Formatting Worksheets
- ★ Page Setup and Printing
- ★ Working with Worksheets and Workbooks
- ★ Working with Formulas and Functions
- ★ Using Charts and Objects

MICROSOFT WORD EXPERT LEVEL

COST: \$600.00

DURATION: 5 Days

- ★ Working with Paragraphs
- ★ Working with Documents
- ★ Using Tables
- ★ Working with Pictures and Charts
- ★ Using Mail Merge
- ★ Using Advanced Features
- ★ Collaborating with Workgroups

A+ CERTIFICATION

A+ Certification is a program targeted for entry-level computer service technicians. The program consists of two competency modules: A+ Core Hardware and A+ Operating System Technologies. A+ Certification is awarded to individuals demonstrating knowledge of computer technical skills measured by successfully passing exams. The certification exams were developed by CompTIA, the Computing Technology Industry Association (www.comptia.com), and are administered by two major certification testing organizations, Prometric and VUE.

Students will be given the opportunity to administer a self-directed skills assessment, the results of which will remain confidential. This self assessment will, however, allow students to disqualify themselves from the program if they do not feel they will be able to successfully complete the entire course.

COST: **\$3,000.00** includes the cost of exam vouchers for each student, a hardware kit with memory and processor chip pullers, and a digital multimeter.

DURATION: **12 Days**

COURSE OUTLINE

PART I: HARDWARE

Upon successful completion of this course, students will be able to:

- ★ Identify proper procedures for installing and configuring system components and devices.
- ★ Diagnose and troubleshoot system problems and determine whether they're hardware or software related.
- ★ Identify safety procedures, environmental hazards, and preventative maintenance techniques.
- ★ Identify popular motherboards, types of memory, bus architectures, and the purpose of CMOS.
- ★ Define the print process and identify procedures for servicing printers.
- ★ Identify the unique components of portable systems.
- ★ Define basic networking concepts and configure a computer to function on a network.
- ★ Differentiate between effective and ineffective behaviors related to customer satisfaction.

A+ CERTIFICATION

LESSON 1: MICROCOMPUTERS

- ◆ A Brief History of Computers
- ◆ Number Systems
- ◆ Microcomputer System Components and Their Functions
- ◆ Software and Firmware
- ◆ Tools of the Trade

LESSON 2: SAFETY

- ◆ Basics of Electricity and Electronics
- ◆ General Safety Guidelines
- ◆ Fire Extinguishers
- ◆ Computer Equipment Disposal

LESSON 3: SYSTEM COMPONENTS

- ◆ Power Supply
- ◆ ROM BIOS
- ◆ Central Processing Unit
- ◆ System Board
- ◆ Memory

LESSON 4: BUS ARCHITECTURES

- ◆ What is a Bus?
- ◆ The 8-bit bus
- ◆ The ISA Bus
- ◆ The EISA Bus
- ◆ Micro Channel Architecture Bus
- ◆ The PCI Bus
- ◆ Video Circuitry Buses

LESSON 5: PORTS, CONNECTORS, AND CABLES

- ◆ Overview of Input/Output Ports
- ◆ PS/2 Ports
- ◆ Serial Ports
- ◆ Parallel Ports
- ◆ Universal Serial Bus Ports
- ◆ Firewire Ports

LESSON 6: EXPANSION BOARDS

- ◆ Drive Controllers
- ◆ Video Cards
- ◆ Sound Cards
- ◆ Modem Cards

LESSON 7: STORAGE SYSTEMS

- ◆ Fixed Disk Drives
- ◆ Removable Media Disk Drives
- ◆ Tape Backup Systems

LESSON 8: PERIPHERALS DEVICES

- ◆ Primary Input Devices
- ◆ Primary Output Devices
- ◆ Other Input/Output Devices

LESSON 9: PORTABLE COMPUTING

- ◆ Components of Portable Systems
- ◆ PC Cards
- ◆ Power Management

LESSON 10: NETWORKING

- ◆ Network Concepts
- ◆ Comparing fault tolerance of different network topologies
- ◆ Introduction to the OSI Model
- ◆ Network Connectivity

A+ CERTIFICATION PROGRAM

PART II: A+ CERTIFICATION FIRST LOOK: OPERATING SYSTEMS

Upon successful completion of this course, students will be able to:

- ★ Describe the purpose of an operating system in general, and explain how an operating system functions.
- ★ Install each of the Windows operating systems.
- ★ Provide support to and troubleshoot Windows applications that aren't running properly.
- ★ Describe how a virtual machine operates and distinguish between preemptive and cooperative multitasking.
- ★ Troubleshoot problems with Windows computers.
- ★ Evaluate the Windows family of operating systems.
- ★ Install Windows.
- ★ Analyze the Windows startup process.
- ★ Configure a Windows computer.
- ★ Analyze the system architecture of Windows.
- ★ Use Performance Monitor to examine the performance of Windows systems.
- ★ Analyze the Windows startup process.
- ★ Perform basic system administration with the Microsoft Management Console.
- ★ Customize your installation of Windows.
- ★ Optimize your hard drive performance using Windows system tools.
- ★ Explore Linux fundamentals.

LESSON 1: OVERVIEW OF THE MS-DOS OPERATING SYSTEM

- ◆ Preparing a Disk for Use
- ◆ Checking Your Disk for Errors

LESSON 2: INTRODUCTION TO THE WINDOWS FAMILY OF PRODUCTS

- ◆ Desktop Orientation
- ◆ Troubleshooting the Set-up Process

LESSON 3: WINDOWS ARCHITECTURE

- ◆ The Structure of Windows
- ◆ The Windows Registry
- ◆ Memory
- ◆ The Virtual Machine Manager

LESSON 4: TROUBLESHOOTING WINDOWS

- ◆ Troubleshooting Strategy
- ◆ Troubleshooting Configuration Problems

LESSON 5: OVERVIEW OF WINDOWS

LESSON 6: INSTALLING WINDOWS

- ◆ Planning an Installation
- ◆ Server-based Installation
- ◆ Uninstalling and Upgrading

LESSON 7: THE WINDOWS BOOT PROCESS

A+ CERTIFICATION PROGRAM

LESSON 8: CONFIGURING WINDOWS

- ◆ The Registry
- ◆ The Control Panel
- ◆ System Maintenance

LESSON 9: ARCHITECTURAL OVERVIEW OF WINDOWS

- ◆ Examining the Windows System Architecture
- ◆ Virtual Memory in Windows

LESSON 10: MONITORING AND TROUBLESHOOTING WINDOWS

- ◆ Using Performance Monitor
- ◆ The Emergency Repair Process

LESSON 11: INTRODUCTION TO THE WINDOWS FAMILY OF PRODUCTS

- ◆ Server-based Installation

LESSON 12: THE WINDOWS BOOT PROCESS

- ◆ Examining the Windows Boot Process
- ◆ Troubleshooting the Boot Process

LESSON 13: WINDOWS SYSTEM ADMINISTRATION BASICS

- ◆ System Administration in Windows
- ◆ The Windows Registry

LESSON 14: CUSTOMIZING A WINDOWS INSTALLATION

- ◆ Adding and Removing Software and Updates

LESSON 15: MANAGING HARD DISKS AND PARTITIONS

- ◆ Creating and Managing Partitions on Basic Disks and Dynamic Disks
- ◆ Disk Defragmentation and Compression

LESSON 16: LINUX FUNDAMENTALS

- ◆ Acquiring and Using Linux

MICROSOFT CERTIFIED SYSTEMS ENGINEER

The Microsoft Certified Systems Engineer credential is the premier certification for professionals who analyze the business requirements and design and implement the infrastructure for business solutions based on the Microsoft Windows platform and Microsoft server software. Implementation responsibilities include installing, configuring, and troubleshooting network systems.

The MCSE Certification is appropriate for:

- ★ Systems engineers
- ★ Technical support engineers
- ★ Systems analysts
- ★ Network analysts
- ★ Technical consultants

The MCSE credential is one of the most widely recognized technical certifications in the industry—a credential in high demand. By earning the premier MCSE credential, individuals are demonstrating that they have the skills necessary to lead organizations in the successful design, implementation, and administration of the most advanced Microsoft Windows platform and Microsoft server products.

An MCSE candidate should have at least one year of experience implementing and administering a network operating system in environments with the following characteristics:

- ★ 200 to 26,000 supported users
- ★ 5 to 150 physical locations

- ★ Typical network services and applications including file and print, database, messaging, proxy server or firewall, dial-in server, desktop management, and Web hosting.
- ★ Connectivity needs including connecting individual offices and users at remote locations to the corporate network and connecting corporate networks to the Internet.

In addition, an MCSE candidate should have at least one year of experience in the following areas:

- ★ Implementing and administering a desktop operating system.
- ★ Designing a network infrastructure.

An MCSE candidate should have at least one year of experience implementing and administering a network operating system, implementing and administering a desktop operating system, and designing a network infrastructure.

MICROSOFT CERTIFIED SYSTEMS ENGINEER

Microsoft Certified Systems Engineer (MCSE) candidates are required to pass seven exams that include the following:

« One design exam. Candidates must pass one exam that provides proof of expertise for design skills for specific Microsoft server technologies.

Core Exams (5 Exams Required)

« Four operating system exams. Candidates must pass one exam from each set of operating system exams—client operating system and networking system—in the table that follows. Candidates can complete the core operating system exams requirement by passing four Windows Enterprise Server exams.

Elective Exams (2 Exams Required)

The elective exams provide a valid and reliable measure of technical proficiency and expertise in solution design and implementation. MCSE candidates should also have at least one year of experience implementing and administering a network operating system, implementing and administering a client operating system, and designing a network infrastructure.

CORE EXAMS

70-210	Installing, Configuring, and Administering Microsoft Windows Professional
70-215	Installing, Configuring, and Administering Microsoft Windows Server
70-216	Implementing and Administering a Microsoft Windows Network Infrastructure
70-217	Implementing and Administering a Microsoft Windows Directory Services Infrastructure

A choice of one of the following Design Core Exam is also Required:

70-219	Designing a Microsoft Windows Directory Service Infrastructure
70-220	Designing Security for a Microsoft Windows Network
70-221	Designing a Microsoft Windows Network Infrastructure
70-226	Designing Highly Available Web Solutions with Microsoft Windows Server Technologies

MICROSOFT CERTIFIED SYSTEMS ENGINEER

COURSES REQUIRED FOR EXAM

70-210: Installing, Configuring and Administering Microsoft Windows Professional

and

70-215: Installing, Configuring, and Administering a Microsoft Windows
Network Infrastructure

COURSE 2151: MS WINDOWS NETWORK AND OPERATING SYSTEM ESSENTIALS

COST: \$1,100.00

DURATION: 3 Days

- ★ Describe the principal features of Windows and the basics of networking with Windows.
- ★ Describe the types of user accounts and the principal security features of a Windows network.
- ★ Identify the tools used to perform various administrative tasks.
- ★ Describe the features of the common protocols used in the a Windows network.
- ★ Describe the fundamentals of TCP/IP, including name resolution, routing, and IP addressing-classful versus Classless Inter-Domain Routing (CIDR).
- ★ Describe the network communication models used in a Windows network.
- ★ Differentiate between the various types of network architectures.
- ★ Describe the common physical components used for network communication.
- ★ Describe the concepts and protocols for remote access communication.
- ★ Describe the client and server technologies used in accessing Web services.

COURSE 2152: IMPLEMENTING MS WINDOWS PROFESSIONAL AND SERVER

COST: \$2,100.00

DURATION: 5 Days

- ★ Install or upgrade to Windows.
- ★ Configure the Windows environment.
- ★ Connect clients running Windows to networks.
- ★ Create and manage user accounts.
- ★ Manage access to resources by using groups.
- ★ Manage data by using the NTFS file system.
- ★ Provide network access to file resources.
- ★ Monitor and optimize performance in Windows.
- ★ Implement security in Windows.
- ★ Configure printing.
- ★ Configure Windows for mobile computing.
- ★ Configure and manage disks.
- ★ Implement disaster protection.
- ★ Install and configure Terminal Services.
- ★ Implement Windows clients and servers.

MICROSOFT CERTIFIED SYSTEMS ENGINEER

COURSES REQUIRED FOR EXAM

70-210: Installing, Configuring and Administering Microsoft Windows Professional
and

70-215: Installing, Configuring, and Administering a Microsoft Windows
Network Infrastructure

COURSE 1560: UPDATING SUPPORT SKILLS FROM MS WINDOWS

COST: \$2,100.00

DURATION: 5 Days

- ★ Install Windows and describe tools used for unattended installations.
- ★ Install, configure, and troubleshoot the DNS Server Service.
- ★ Explain the relationship between Active Directory structure and network organization.
- ★ Install and configure Active Directory in a network.
- ★ Populate Active Directory and manage Active Directory objects.
- ★ Upgrade a Windows network.
- ★ Install and configure RIS.
- ★ Deploy RIS images to workstations.
- ★ Manage desktop environments by using Group Policy.
- ★ Manage software by using Group Policy.
- ★ Install and configure Terminal Services.
- ★ Configure and support Routing and Remote Access in Windows.
- ★ Configure smart cards, security policy, Internet Protocol Security, and the Encrypting File System.
- ★ Support DHCP and WINS in Windows.
- ★ Manage file resources in Windows.
- ★ Create and manage dynamic volumes.
- ★ Implement disaster-protection and disaster-recovery techniques in Windows.

MICROSOFT CERTIFIED SYSTEMS ENGINEER

COURSES REQUIRED FOR EXAM 70-216:

Implementing and Administering a Microsoft Windows Network Infrastructure

COURSE 1560: UPDATING SUPPORT SKILLS FROM MICROSOFT WINDOWS

COURSE 2153: IMPLEMENTING A MICROSOFT WINDOWS NETWORK INFRASTRUCTURE

COST: \$2,100.00

DURATION: 5 Days

- ★ Configure the DHCP Server service.
- ★ Configure the DNS Server service.
- ★ Configure WINS.
- ★ Configure network security protocols.
- ★ Configure network security by using Public Key Infrastructure (PKI).
- ★ Configure network security by using Internet Protocol Security (IPSec).
- ★ Configure remote access to a network.
- ★ Support remote access to a network.
- ★ Extend remote access capabilities by using Internet Authentication Service (IAS).
- ★ Configure Windows as a network router.
- ★ Configure Internet access for a network.
- ★ Configure a Web server.
- ★ Deploy Windows Professional by using Remote Installation Services (RIS).
- ★ Manage a Windows network.
- ★ Identify and resolve network connectivity problems by using Windows troubleshooting tools and utilities.
- ★ Enable network connectivity between NetWare, Macintosh, and UNIX networks.

MICROSOFT CERTIFIED SYSTEMS ENGINEER

COURSES REQUIRED FOR EXAM 70-217:

Implementing and Administering a Microsoft Windows Directory Services Infrastructure

COURSE 1560: UPDATING SUPPORT SKILLS FROM MICROSOFT WINDOWS

COURSE 2154: IMPLEMENTING AND ADMINISTERING MICROSOFT WINDOWS DIRECTORY SERVICES

COST: \$2,100.00

DURATION: 5 Days

- ★ Identify the concepts of the Active Directory service and its logical and physical structures.
- ★ Implement a Domain Name System (DNS) infrastructure in preparation for installing Active Directory.
- ★ Install Active Directory on a computer running Windows Server, and perform post-installation tasks.
- ★ Set up and administer domain user accounts and groups.
- ★ Publish resources, including printers and shared folders, in Active Directory.
- ★ Delegate administrative control of Active Directory objects in Windows.
- ★ Implement Group Policy.
- ★ Manage user environments by using Group Policy.
- ★ Use Group Policy to deploy software.
- ★ Create and manage trees and forests in a Windows network, and administer forest-wide resources.
- ★ Manage Active Directory replication within a site and between sites.
- ★ Manage operations masters.
- ★ Manage and restore the Active Directory database.
- ★ Implement an Active Directory infrastructure that is based on the business requirements of a fictitious organization.

MICROSOFT CERTIFIED SYSTEMS ENGINEER

COURSES REQUIRED FOR EXAM 70-219:

Designing a Microsoft Windows Directory Services Infrastructure

COURSE 1561: DESIGNING A MS WINDOWS DIRECTORY SERVICES INFRASTRUCTURE

COST: \$1,100.00

DURATION: 3 Days

- ★ Design an Active Directory naming strategy that accommodates the organizational structure of a business.
- ★ Develop a plan to secure and delegate administrative authority over Active Directory objects based on the administrative model of an organization.
- ★ Directory schema, and plan a policy to govern schema modification.
- ★ Create an Active Directory design based on administrative Group Policy requirements defined by business needs.
- ★ Design an Active Directory domain and the organizational unit hierarchy within the domain.
- ★ Identify situations where a multiple-domain Active Directory structure may be necessary to meet the administrative and security needs of an organization, and then design a structure that meets those needs.
- ★ Design a site topology for managing Active Directory replication that fulfills the administrative needs of an organization, and that optimizes the available bandwidth of the physical network.
- ★ Plan for the design of an Active Directory structure that combines administrative, replication, and naming requirements of an organization.

MICROSOFT CERTIFIED SYSTEMS ENGINEER

COURSES REQUIRED FOR EXAM 70-220:

Designing Security for a Microsoft Windows Network

COURSE 2150: DESIGNING A SECURE MICROSOFT WINDOWS NETWORK

COST: \$2,100.00

DURATION: 5 Days

- ★ Identify the security risks associated with managing resource access and data flow on the network.
- ★ Describe how key technologies within Windows are used to secure a network and its resources.
- ★ Plan a Windows administrative structure so that permissions are granted only to appropriate users.
- ★ Plan an Active Directory service structure that facilitates secure and verifiable user account creation and administration.
- ★ Define minimum security requirements for Windows based domain controllers, application servers, file and print servers, and workstations.
- ★ Design a strategy for securing local storage of data and providing secure network access to file and print resources.
- ★ Design end-to-end security for the transmission of data between hosts on the network.
- ★ Design a strategy for securing access for non-Microsoft clients within a Windows based network.
- ★ Design a strategy for securing local resources accessed by remote users who use dial-up or virtual private network (VPN) technologies.
- ★ Design a strategy for securing local resources accessed by remote offices within a wide area network (WAN) environment.
- ★ Design a strategy for securing private network user access to public networks.
- ★ Design a strategy for authenticating trusted users over public networks.
- ★ Design a strategy for securing data and application access for the private network when accessed by trusted partners.
- ★ Design a structured methodology for securing a Windows network.

MICROSOFT CERTIFIED SYSTEMS ENGINEER

COURSES REQUIRED FOR EXAM 70-221:

Designing a Microsoft Windows Network Infrastructure

COURSE 1562: DESIGNING A MS WINDOWS NETWORKING SERVICES INFRASTRUCTURE

COST: \$1,600.00

DURATION: 4 Days

- ★ Describe the attributes of a Windows networking services infrastructure design.
- ★ Define the design requirements for a Transmission Control Protocol/Internet Protocol (TCP/IP) solution.
- ★ Design a DHCP solution for automating IP configuration.
- ★ Design a DNS service for name resolution.
- ★ Develop a management strategy for networking services.

COURSES REQUIRED FOR EXAM 70-226:

Designing Highly Available Web Solutions with Microsoft Windows Server Technologies

COURSE 2088: DESIGNING A HIGHLY AVAILABLE WEB INFRASTRUCTURE

COST: \$1,600.00

DURATION: 4 Days

- ★ Determine the high availability needs for a Web infrastructure.
- ★ Select the appropriate Microsoft products and technologies for designing highly available Web infrastructure servers.
- ★ Select the appropriate Microsoft technologies for designing a highly available network services infrastructure.
- ★ Select the appropriate components for designing a highly available logical network.
- ★ Select the appropriate technologies, configurations, and hardware components that are required for designing a highly available physical network.

MICROSOFT CERTIFIED SYSTEMS ENGINEER

ELECTIVE EXAMS

COURSES REQUIRED FOR EXAM 70-019:

Designing and Implementing Data Warehouses with Microsoft SQL Server

COURSE 1502: DESIGNING AND IMPLEMENTING A DATA WAREHOUSE USING MS SQL SERVER 7.0

COST: \$2,100.00

DURATION: 5 Days

- ★ Describe basic data warehousing concepts.
- ★ Design a data warehousing system, and implement a database designed with a star schema in SQL Server.
- ★ Gather data from primary data sources, transform it, and place it in a SQL Server staging database.

- ★ Create a cube using OLAP Services.
- ★ Analyze cube data using existing client applications.
- ★ Query cubes using MDX.
- ★ Build custom OLAP clients using ADO MD, OLE DB for OLAP, and DSO.
- ★ Query warehouse data using Microsoft English Query.
- ★ Maintain a SQL Server data warehouse.
- ★ Manage a SQL Server data warehouse.

COURSE 2074: DESIGNING AND IMPLEMENTING OLAP SOLUTIONS USING MS SQL SERVER

COST: \$2,100.00

DURATION: 5 Days

- ★ Define the term OLAP and its role within data warehousing.
- ★ Design multidimensional data marts by using star and snowflake schemas.
- ★ Recognize the fundamental components of a cube.
- ★ Understand the architecture of Analysis Services.
- ★ Create dimensions from relational dimension tables.
- ★ Understand the many types of dimensions.

- ★ Utilize various dimension properties and settings.
- ★ Design OLAP dimensions based on underlying source data.
- ★ Create cubes by using the Cube Wizard and Cube Editor.
- ★ Create and manipulate measures.
- ★ Develop and understand virtual cubes.
- ★ Design cube storage and aggregations.
- ★ Update dimensions and cubes when source data changes.
- ★ Optimize the processing of dimensions and cubes.
- ★ Create partitions within cubes.
- ★ Implement simple calculations by using multidimensional expressions (MDX) and calculated members.

MICROSOFT CERTIFIED SYSTEMS ENGINEER

COURSES REQUIRED FOR EXAM 70-086:

Implementing and Supporting Microsoft Systems Management Server

COURSE 827: ADMINISTERING MS SYSTEMS MANAGEMENT SERVER

COST: \$1,100.00

DURATION: 3 Days

At the end of the course, students will be able to list and describe the elements that make up an SMS 2.0 site; discover and install an SMS client; collect and view hardware and software inventory; distribute software to selected resources (computers, users, user groups); configure and use software metering; produce database reports; configure, install, and use remote tools; and troubleshoot common problems with inventory collection, software distribution, remote tools, and software metering.

COURSE 828: DEPLOYING AND SUPPORTING MS SYSTEMS MANAGEMENT SERVER 2.0

COST: \$2,100.00

DURATION: 5 Days

At the end of the course, students will be able to install a primary and secondary site server; use the appropriate diagnostic tool when troubleshooting problems in an SMS site; configure a site hierarchy; configure site-to-site communications; integrate Novell NetWare servers in an SMS site; configure SMS and simple network management protocol (SNMP) integration; configure site system roles; manage clients and site systems in multiple sites; diagnose and resolve problems with SMS functions; optimize and maintain Microsoft SQL Server™ for SMS; back up and restore an SMS site; define an SMS site; analyze resource requirements to implement a site; and secure an SMS site.

MICROSOFT CERTIFIED SYSTEMS ENGINEER

COURSES REQUIRED FOR EXAM 70-223:

Installing, Configuring, and Administering Microsoft Clustering Services by
Using Microsoft Windows Advanced Server

COURSE 2087: IMPLEMENTING MS WINDOWS 2000 CLUSTERING

COST: \$1,100.00

DURATION: 3 Days

- ★ Introduce Microsoft Windows Clustering fundamentals including clustering, Network Load Balancing, and component load balancing.
- ★ Identify key concepts of Microsoft Cluster Service.
- ★ Identify hardware and network requirements and configure a computer running Microsoft Windows Advanced Server in preparation for installing Cluster service.
- ★ Install Microsoft Cluster Service,

identify changes to the operating system, and locate key Cluster service files and describe their function.

- ★ Create cluster resources by using cluster administration tools.
- ★ Perform basic maintenance and troubleshooting tasks for server clusters.
- ★ Plan the implementation of a Network Load Balancing cluster.
- ★ Install and configure a Network Load Balancing service.
- ★ Perform administrative tasks on a Network Load Balancing cluster.

MICROSOFT CERTIFIED SYSTEMS ENGINEER

COURSES REQUIRED FOR EXAM 70-230:

Designing and Implementing Solutions with Microsoft BizTalk Server

COURSE 2379: DEVELOPING AND DEPLOYING MS BIZTALK SERVER SOLUTIONS

COST: \$2,100.00

DURATION: 5 Days

- ★ Describe the role of BizTalk Server in an e-business environment.
- ★ Install BizTalk Server on a computer running Microsoft Windows Server.
- ★ Create a specification for an organization by using BizTalk Editor.
- ★ Use BizTalk Mapper to create a map that translates and processes data between two specifications.
- ★ Use BizTalk Messaging Manager to manage the exchange of business documents.
- ★ Use BizTalk Orchestration Designer to create an XLANG schedule drawing.
- ★ Use receive functions to submit business documents to BizTalk Server from applications that cannot communicate directly with BizTalk Server.
- ★ Use BizTalk Document Tracking to monitor interchanges and business documents.
- ★ Use Microsoft Visual Basic® to create a custom functoid.
- ★ Create application integration components (AICs) so that BizTalk Server can pass data to application interfaces.
- ★ Deploy BizTalk Server and track business documents and schedules.
- ★ Configure servers and groups of servers to manage the flow of business documents in a BizTalk Server environment.
- ★ Grant and manage security in a BizTalk Server environment.
- ★ Manage a BizTalk Server environment by monitoring business documents, business messages, databases, counters, and logs.
- ★ Use BizTalk Server to design and build a BizTalk Server solution.

MICROSOFT CERTIFIED SYSTEMS ENGINEER

COURSES REQUIRED FOR EXAM 70-234:

Designing and Implementing Solutions with Microsoft Commerce Server

COURSE 2185: DEPLOYING AND MANAGING MS COMMERCE SERVER

COST: \$900.00

DURATION: 2 Days

- ★ Explain the role of Commerce Server in an e-commerce enterprise, and the role of the IT professional in deploying and managing Commerce Server.
- ★ Install Commerce Server and use Site Packager to package and unpack a Commerce Server site.
- ★ Design and configure a network infrastructure that supports a Commerce Server deployment.
- ★ Manage product data in Commerce Server by using Business Desk.
- ★ Administer a Commerce Server site by using the tools that are included with Commerce Server.
- ★ Manage and target user data in Commerce Server.
- ★ Design and configure a security infrastructure that supports a Commerce Server deployment.

CERTIFIED INTERNET WEBMASTER (CIW)

CIW PROFESSIONAL DESIGNATION

To earn a CIW Professional designation, candidates must achieve the CIW Associate certification and pass any CIW job role series exam. Candidates who have passed multiple CIW series exams are still considered a CIW Professional until they pass the required exams for a Master CIW certification. Most CIW Professionals seek Master CIW certification and are in the process of passing the required series exams necessary to become a Master CIW Administrator or CIW Designer.

MASTER CIW CERTIFICATION

To become Master CIW certified, it is recommended that candidates take each training series in sequence. It is also recommended, but not required, that candidates pass each CIW series exam before sitting the next CIW series training. This strategy allows them to focus on the technology for each CIW series before adding more complex technologies into the mix. Having passed all of the series exams in a Master CIW track, candidates will receive their Master CIW certificate.

Master CIW Administrator: Composed of three five-day series, each series representing an Internet job role with its own exam (Server Administrator, Internetworking Professional, and Security Professional series).

Master CIW Designer: Composed of two five-day series, each series representing an Internet job role with its own exam (Site Designer and E-Commerce Designer series).



CERTIFIED INTERNET WEBMASTER

i-Net+ Certification

COST: \$1,750.00

DURATION: 5 Days

Lesson objectives help students become comfortable with the course, and also provide a means to evaluate learning. Upon successful completion of this course, students will be able to:

- ✎ Identify the function of URLs and diagnose issues that affect Internet functionality.
- ✎ Explain the role of the software packages needed to support an Internet client.
- ✎ Design and maintain HTML-based World Wide Web pages and appreciate the power that programming and database access add to a Web site
- ✎ Identify the components of the Internet and troubleshoot problems clients and servers may have with Internet connectivity.
- ✎ Provide security for Web users, World Wide Web sites, and host computers.
- ✎ Define the basic issues a Web-based business must face and maintain a working knowledge of current ecommerce technology and concept.

COURSE OBJECTIVES:

- | | |
|------------------------|-----------------------|
| ★ Network Fundamentals | ★ Site Administration |
| ★ Internet Basics | ★ Network Security |
| ★ TCP/IP Networking | ★ Business Concepts |
| ★ Internet Services | |
| ★ HTML Programming | |
| ★ Internet Development | |
| ★ Site Functionality | |

CERTIFIED INTERNET WEBMASTER

CIW Server Administrator Series Internet System Management

COST: \$850.00

DURATION: 2 Days

Internet System Management is a two-day class that teaches foundational Internet services. Students learn user management concepts in Windows and Linux, configure Domain Name System (DNS) services, and Microsoft WINS, Samba, Telnet, and FTP. Students also learn about choosing appropriate Internet system platforms and receive training on how to calculate throughput, choose appropriate Internet connections and configure Windows Server and Red Hat Linux to use TCP/IP. By the end of this course, students will be able to provide essential TCP/IP services for any business interested in establishing an effective e-commerce presence.

COURSE CONTENT

- ★ Systems and Services
- ★ Internet System Installation and Configuration Issues
- ★ Configuring the System
- ★ User Management Essentials
- ★ Managing Users in Windows
- ★ Managing Users in Linux
- ★ Name Resolution in the LAN with DNS
- ★ Name Resolution—WINS and Samba
- ★ Implementing Internet Services

CERTIFIED INTERNET WEBMASTER

CIW Server Administrator Series

Advanced Internet System Management

COST: \$1,300.00

DURATION: 3 Days

Advanced Internet System Management is a comprehensive three-day course that teaches students how to implement mission-critical services on the Windows and Red Hat Linux platforms. Students install and configure Web, Newsgroup, e-mail and proxy servers; receive in-depth understanding of how to connect e-commerce databases to Web servers; and learn how to enable CGI on Windows and Linux. Students also learn about backup and load balancing issues, and receive foundational knowledge concerning Internet security. This course is designed for personnel responsible for implementing real-world solutions for company intranets or ISPs that provide Internet Web services.

COURSE CONTENT

- ★ Mission-Critical Services
- ★ Installing and Configuring a Web Server
- ★ Advanced Web Server Configuration
- ★ Streaming Media Servers-Enabling Secure Sockets Layer
- ★ Configuring and Managing a News Server
- ★ E-Mail Server Essentials
- ★ Configuring an E-Mail Server
- ★ Proxy Servers
- ★ Logging Activity
- ★ Security Overview

CERTIFIED INTERNET WEBMASTER

CIW Internetworking Professional Series

TCP/IP Internetworking

COST: \$850.00

DURATION: 2 Days

TCP/IP Internetworking is a two-day course designed to teach key Transmission Control Protocol/Internet Protocol (TCP/IP) concepts and protocols so network professionals can effectively plan, deploy and manage a TCP/IP enterprise network. Students will learn to build an enterprise network and analyze TCP/IP application and protocol information.

COURSE CONTENT

- ★ The Internet Infrastructure
- ★ TCP/IP Architecture
- ★ Internet Addressing
- ★ Network Access Layer
- ★ Internet Layer
- ★ Transport Layer
- ★ Domain Name System
- ★ Address and Parameter Allocation for TCP/IP Hosts

CERTIFIED INTERNET WEBMASTER

CIW Internetworking Professional Series Advanced TCP/IP Concepts and Practices

COST: \$1,300.00

DURATION: 3 Days

Advanced TCP/IP Concepts and Practices is a three-day course that emphasizes Transmission Control Protocol/Internet Protocol (TCP/IP) routing, network troubleshooting, network management, and next generation Internet protocol technologies. It guides students through the concepts and protocols used in Internet routing, and how to troubleshoot TCP/IP networks using a packet sniffer and TCP/IP utilities. Students will configure the Simple Network Management Protocol (SNMP) to effectively manage a network, and implement a functional Internet Protocol, version 6 (IPv6), network in the classroom.

COURSE CONTENT

- ★ Routing
- ★ TCP/IP Troubleshooting Tools
- ★ Troubleshooting TCP/IP Networks
- ★ Management Information Base
- ★ SNMP in the Enterprise
- ★ IPv6 Header and Extension Headers
- ★ IPv6 Routing and Security
- ★ IPv6 Address Architecture
- ★ Reduced Network Management (IPv6)
- ★ Transitioning to IPv6
- ★ SNMPv2 and SNMPv3 (White Paper)
- ★ Multicast IP (White Paper)
- ★ Mobile IP (White Paper)

CERTIFIED INTERNET WEBMASTER

CIW Security Professional Series

Network Security and Firewalls

COST: \$1,000.00

DURATION: 2 Days

Network Security and Firewalls is a two-day course designed to teach students how to secure networks from unauthorized activity. Students learn about establishing an effective security policy, different types of hacker activities, the hacker's mind-set, and preventing and managing hacker penetration. Students will also learn about authentication procedures, encryption standards and implementations, ports and protocols that hackers manipulate, and how to engage in proactive detection and response/reporting methods.

COURSE CONTENT

- ★ What is Security?
- ★ Elements of Security
- ★ Applied Encryption
- ★ Types of Attacks
- ★ General Security Principles
- ★ Protocol Layers and Security
- ★ Securing Resources
- ★ Firewalls and Virtual Private Networks
- ★ Levels of Firewall Protection
- ★ Detecting and Distracting Hackers
- ★ Incident Response

CERTIFIED INTERNET WEBMASTER

CIW Security Professional Series Operating System Security

COST: \$500.00

DURATION: 1 Day

Operating System Security is a one-day course designed to teach students the latest security industry recommendations and how to properly protect Windows and Linux servers in a variety of settings. Students will learn how to protect Windows and Linux systems from attacks, reconfigure the operating system to fully protect it, and scan hosts for known security issues. By the end of the course, students will have a solid understanding of the security architectures used by Windows and Linux.

COURSE CONTENT

- ★ Security Principles
- ★ Account Security
- ★ Assessing Risk
- ★ Reducing Risk

CERTIFIED INTERNET WEBMASTER

CIW Security Professional Series

Security Auditing, Attacks, and Threat Analysis

COST: \$1,000.00

DURATION: 2 Days

Security Auditing, Attacks, and Threat Analysis is a two-day course that teaches students how to perform different phases of a security audit, including discovery and penetration, and how to defeat unauthorized users from controlling company networks. The course discusses how to use Windows and Linux to identify security issues and suggest industry-standard solutions. Students will also learn how to generate effective audit reports that can help organizations improve their security and become current with industry security standards.

COURSE CONTENT

- ★ Security Auditing
- ★ Discovery Methods
- ★ Auditing Server Penetration and Attack Techniques
- ★ Security Auditing and the Control Phase
- ★ Intrusion Detection
- ★ Auditing with an IDS Auditing and Log Analysis
- ★ Audit Results

CERTIFIED INTERNET WEBMASTER

CIW Site Designer Series

Design Methodology and Technology

COST: \$2,500.00

DURATION: 5 Days

Design Methodology and Technology is a five-day course that teaches students how to create and manage Web sites with tools such as Macromedia Dreamweaver and Flash, FrontPage, Dynamic HTML, and various multimedia and CSS standards. Students will also implement the latest strategies to develop third-generation Web sites, evaluate design tools, discuss future technology standards, and explore the incompatibility issues surrounding current browsers. The course focuses on theory, design and Web construction, along with information architecture concepts, Web project management, scenario development and performance evaluations.

COURSE CONTENT

- ★ Overview of Design Concepts
- ★ Web Page Layout and Elements
- ★ Web Site Usability Testing
- ★ Navigation Concepts
- ★ Web Graphics
- ★ Multimedia and the Web
- ★ The Web Development Process
- ★ Mindmapping
- ★ Web Site Implementation Factors
- ★ HTML Standards and Compliance
- ★ HTML Tables and Web Page Structure
- ★ HTML Frames
- ★ Metadata and the Web
- ★ Cascading Style Sheets
- ★ Site Development with Microsoft FrontPage
- ★ Site Development with Macromedia Dreamweaver
- ★ Web Pages with Allaire HomeSite
- ★ Images with JASC Paint Shop Pro
- ★ Multimedia with Macromedia Flash
- ★ JavaScript Fundamentals
- ★ Using JavaScript for Browser Detection Dynamic HTML
- ★ Extensible Markup Language (XML)
- ★ HTTP Servers
- ★ Cookies
- ★ Downloadables and Plug-Ins
- ★ Java Applets
- ★ Databases

CERTIFIED INTERNET WEBMASTER

CIW E-Commerce Designer Series

E-Commerce Strategies and Practices

COST: \$2,050.00

DURATION: 4 Days

Design Methodology and Technology is a five-day course that teaches students how to create and manage Web sites with tools such as Macromedia Dreamweaver and Flash, FrontPage, Dynamic HTML, and various multimedia and CSS standards. Students will also implement the latest strategies to develop third-generation Web sites, evaluate design tools, discuss future technology standards, and explore the incompatibility issues surrounding current browsers. The course focuses on theory, design and Web construction, along with information architecture concepts, Web project management, scenario development and performance evaluations.

COURSE CONTENT

- ★ Electronic Commerce Foundations
- ★ Web Marketing Goals
- ★ Online Product Promotion
- ★ Site Usability
- ★ Commerce Consumer Service Methods
- ★ Business-to-Business Frameworks
- ★ Site Creation Packages: Outsourcing
- ★ Site-Creation Software
- ★ Site Development Software Implementation – Microsoft Platform
- ★ Developing An E-Commerce Site Using Commerce Server
- ★ Using and Configuring Payment Gateways
- ★ E-Services Support
- ★ Transaction Security
- ★ Web Site Management and Performance Testing

INTRODUCTION TO MAINTAINING AND UPGRADING PC'S

COST: **\$300.00**

DURATION: **2 Days**

Are you “nerdy” enough to do it yourself? This course is designed to teach entry-level PC technicians the basics of PC hardware repair. The course introduces the basic components of PC hardware as well as diagnostic procedures and troubleshooting to resolve hardware issues.

At the end of the course, participants should be able to:

COURSE TOPICS:

- ★ Figuring out what's broken
- ★ Safety
- ★ External Peripherals
- ★ Internal Hardware
- ★ Telling the computer what you've done
- ★ Tens—cheap fixes, hardest upgrades, easiest upgrades, common beeps, error messages, baffling messages

- ★ Understand the basics of how a PC is put together
- ★ Determine what to do about peripheral problems
- ★ Identify internal hardware and what might happen to it
- ★ Troubleshoot software
- ★ Perform common fixes

MAINTAINING AND UPGRADING PC'S ADVANCED

COST: **\$300.00**

DURATION: **2 Days**

PREREQUISITE:

Introduction to Maintaining and Upgrading PC's

This is the advanced level course for PC maintenance and repair technicians. In this course, participants will work with advanced maintenance issues, including laptop computers and network issues as they relate to PC functionality. In addition, this course includes a module which introduces technical support staff to basic customer service strategies to assist in the day-to-day support of PC users.

COURSE TOPICS:

- ★ Ports, Connectors, and Cables
- ★ Expansion Boards
- ★ Storage Systems
- ★ Peripheral Devices
- ★ Portable Computing
- ★ Networking
- ★ Customer Satisfaction

Upon completion, participants should be able to:

- ★ Define the print process and identify procedures for servicing printers
- ★ Identify the unique components of portable systems
- ★ Define basic networking concepts and configure a computer to function on a network
- ★ Differentiate between effective and ineffective behaviors related to customer satisfaction

A-TEAM Program

Achieving Technical Expertise And Motivation

COST: **\$1,300.00**

DURATION: **8 Days**

The A-TEAM program will begin with a self-assessment exam. The instructor will work with students to identify areas where additional training outside the classroom may be needed. Each program module will include supplement exercises for students to practice between class sessions, as well as suggestions for use in day-to-day job functions.

The A-TEAM (Achieving Technical Expertise And Motivation) program is designed as a series of modules in which the basics of desktop computing are introduced in a sequential manner over eight course days. One course day is scheduled each week, allowing students time to practice new skills between class days, and to develop a familiarity with desktop computing.

Rather than presenting topics in a traditional, task-by-task format, each module will focus on the quality of the end result. As each topic is introduced, the factors effecting the quality of the output will be identified. Instruction will be targeted toward producing a finished product that effectively communicates the author's intent in a clear, professional manner. Emphasis will be placed on such factors as correct spelling and punctuation, effective business language and the use of appropriate artwork.

At the completion of the course, students will be able to use a personal computer in a professional environment to complete the following tasks:

- ★ Compose a formal business letter using Microsoft Word
- ★ Prepare a PowerPoint slide show to be used in a professional presentation
- ★ Enter data and modify an Excel spreadsheet
- ★ Draft and send a clear, concise e-mail message
- ★ Research a job-related topic on the internet

To complete these tasks, students will be introduced to the basics of:

- ★ Personal computer hardware and networking
- ★ Windows
- ★ Microsoft Word
- ★ Microsoft PowerPoint
- ★ Microsoft Excel
- ★ E-mail
- ★ The internet

A-TEAM Program

Achieving Technical Expertise And Motivation

Day 1: Computer - What's That??

- ★ Program overview and self-assessment
- ★ PC Hardware and software
- ★ Networking basics

Day 2: A Clear View of Windows

- ★ Introducing the basic components of Windows
- ★ Starting an application
- ★ Moving and sizing a window
- ★ Folders
- ★ File Management
- ★ Searching for a file
- ★ Using the Recycle Bin

Day 3: Make Your Point on Paper

- ★ Microsoft Word introduction
- ★ Frequently used forms and templates
- ★ Typing skills development

Day 4: Be the Star of the Show

- ★ Microsoft PowerPoint introduction
- ★ Effective presentation guidelines
- ★ Presentation workshop

Day 5: Number Crunching

- ★ Introduction to Microsoft Excel
- ★ Entering data into an existing spreadsheet
- ★ Creating your own spreadsheet

Day 6: One-on-One Assistance

- ★ Questions and Answers

Day 7: Conquering Cyberspace

- ★ Using e-mail in the workplace
- ★ GroupWise Introduction
- ★ Internet overview
- ★ Researching a topic on the internet

Day 8: Putting it all Together

- ★ Integrating Office applications
- ★ Self-Assessment

WINDOWS

COST: \$225.00

DURATION: 2 Days

TARGET AUDIENCE:

This course is for the computer user who wants to build the solid foundation required to effectively perform tasks and manage a desktop with Windows.

This introductory course enables participants to become proficient in the management of their Windows environment. Participants will learn to start Windows, use icons, menus and control panel, take advantage of messaging capabilities, and secure the workstation.

COURSE TOPICS:

Upon completion, participants should be able to:

- ★ Start Windows
- ★ Identify components of the Windows desktop
- ★ Work with windows by using mouse buttons and dragging techniques
- ★ Access the Taskbar
- ★ Work with multiple programs simultaneously
- ★ Share data between programs by using the edit, copy and paste commands
- ★ Create a folder by using a short cut menu
- ★ Communicate with other users
- ★ Perform disk maintenance
- ★ Secure the workstation
- ★ Manage printing jobs
- ★ Work with System Tools
- ★ Use the Advanced System Features
- ★ Use Advanced File Management Features
- ★ Customize the Help System
- ★ Manage print jobs
- ★ Share data among applications
- ★ Communicate online
- ★ Navigate the network
- ★ Secure folders and files
- ★ Use Registered File Types

MICROSOFT WORD

INTRODUCTION AND INTERMEDIATE

COST: **\$250.00**

DURATION: **2 Days**

TARGET AUDIENCE:

This course is intended for those that need to create and manipulate word processing documents.

Training participants will learn the basics of creating, editing, and saving documents in this class. They will learn to use On-line help and to modify and enhance character appearance. Participants will learn to format text into tabular columns, create and manage tables, use error-checking tools, and control page layout with margins, indents, and page breaks. They will learn to create and use merged data to generate individual form letter, labels, and various other documents. They will prepare mailing labels, and create worksheets in tables, sort data alphabetically and numerically. Participants will learn to add visual appeal to documents with the use of graphics, page numbers, headers and footers.

COURSE TOPICS:

At the conclusion of this course, participants should be able to:

- ★ Create and save documents for easy retrieval
- ★ Insert and delete text to edit a document
- ★ Move, copy, and replace text
- ★ Modify text for emphasis
- ★ Set and remove tabs stops to enhance document appearance
- ★ Create, modify, and format tables to organize text
- ★ Use margins, indents, bullets and numbering to change text layout
- ★ Use proofreading tools to enhance productivity
- ★ Create individual form letters using merged data
- ★ Prepare envelopes, create standard mailing label, and merge to lists
- ★ Sort various data formats alphabetically or numerically
- ★ Use templates and styles to create consistent formatted documents
- ★ Format text in multiple columns to build a page layout
- ★ Create and insert graphics to add visual appeal to documents
- ★ Display text and page numbers using headers and footers

MICROSOFT WORD

INTRODUCTION AND INTERMEDIATE

GETTING STARTED

- ★ Creating a Document
- ★ Saving a Document
- ★ Opening a Document

USING WORD BASICS

- ★ Moving in a Document
- ★ Editing a Document
- ★ Printing a Document

MANAGING TEXT

- ★ Aligning Text
- ★ Moving, Copying and Replacing Text

MODIFYING AND ENHANCING CHARACTER APPEARANCE

- ★ Modifying Character Appearance
- ★ Using Special Effects

FORMATTING TEXT INTO TABULAR COLUMNS

- ★ Using and Adjusting Tabs

CREATING AND MANAGING TABLES

- ★ Creating Tables
- ★ Modifying and Formatting Tables
- ★ Converting Text to a Table

CONTROLLING PAGE LAYOUT

- ★ Setting Indents
- ★ Adding Bullets and Numbers
- ★ Setting Margins
- ★ Inserting Page Breaks

ENHANCING PRODUCTIVITY USING ERROR CHECKING TOOLS

- ★ Checking Spelling in a Document
- ★ Using the Thesaurus
- ★ Inserting Auto Text
- ★ Using AutoCorrect

CREATING FORM LETTERS WITH MAIL MERGE

- ★ Creating Form Letters
- ★ Editing Form Letters

PREPARING ENVELOPES, LABELS, AND LISTS

- ★ Preparing Envelopes
- ★ Creating Standard Mailing Labels
- ★ Merging to a List

SORTING VARIOUS DATA FORMATS

- ★ Sorting Lists
- ★ Converting Text to a Table
- ★ Sorting Records to be Merged

WORKING WITH TABLES

- ★ Creating Worksheets in a Table
- ★ Creating and Modifying Charts

FORMATTING TEXT BY USING STYLES

- ★ Formatting Documents by Using Format
- ★ Painter and AutoFormat
- ★ Working with Existing Styles
- ★ Creating Your Own Styles
- ★ Using Templates and Wizards

MANAGING TEXT IN COLUMN FORMAT

- ★ Formatting Text in Columns
- ★ Using Automatic Hyphenation

ENHANCE PUBLICATIONS BY USING GRAPHICS

- ★ Inserting Graphics in a Document
- ★ Creating Your Own Artwork
- ★ Inserting Special Characters

AUTOMATING ROUTINE TASKS

- ★ Adding Headers and Footers

MS WORD ADVANCED

COST: \$130.00

DURATION: 1 Day

TARGET AUDIENCE: This course is intended for experienced Word users to customize and enhance word documents.

PREREQUISITE: Microsoft Word Introduction and Intermediate

Training participants will learn to customize their work environment with menus and toolbars, work with templates and macros, and manage multiple documents. They will build long documents with master documents and subdocuments. Participants will also learn to save files in an HTML format for Internet publication.

COURSE TOPICS:

At the conclusion of this course, participants should be able to:

- ★ Create menus and toolbars to customize your work environment
- ★ Use templates to create consistent documents
- ★ Record macros to automate repetitive actions
- ★ Manage multiple document revisions in files used by workgroups
- ★ Arrange headings to organize documents in Outline view
- ★ Use master documents and subdocuments to build a long document
- ★ Add document references to help readers locate information quickly
- ★ Save files in HTML format to publish documents on the internet

CUSTOMIZING YOUR WORK ENVIRONMENT

- ★ Creating a Custom Menu
- ★ Creating a Custom Toolbar

USING TEMPLATES

- ★ Creating a New Document from a Template
- ★ Saving a Document as a Template
- ★ Creating a Form

MACROS

- ★ Recording Macro
- ★ Editing a Macro
- ★ Deleting a Macro

MANAGING FILES IN WORKGROUPS

- ★ Revising a Document
- ★ Inserting Comments in a Document
- ★ Saving Document Versions
- ★ Routing a Document

ORGANIZING DOCUMENTS IN OUTLINE VIEW

- ★ Creating an Outline
- ★ Modifying an Outline

WORKING WITH MASTER DOCUMENTS

- ★ Creating a Master Document
- ★ Compiling a Table of Contents
- ★ Printing a Master Document

ADDING DOCUMENT REFERENCES

- ★ Inserting a Cross-Reference
- ★ Adding Footnotes and Endnotes
- ★ Creating an Index

WORKING WITH FILE OPTIONS

- ★ Creating a Subdirectory
- ★ Adding Comments to the Document
- ★ Summary Information
- ★ Protecting a Document
- ★ Saving a File in HTML Format
- ★ Printing a Master Document

MICROSOFT EXCEL

INTRODUCTION AND INTERMEDIATE

COST: \$250.00

DURATION: 2 Days

TARGET AUDIENCE:

This course is intended for those individuals that work with lists of data, calculate numbers, and create reports and charts and would like to do so more effectively.

Training participants will learn the basic tools necessary to create, edit and save spreadsheets. They will work with formulas and functions to calculate and return values. They will also format data, create charts, and work with worksheets in a workbook. Participants will learn to change the appearance of a page, including adding headers and footers and to improve presentations by modifying charts.

COURSE TOPICS:

At the conclusion of this course, participants should be able to:

- ✧ Identify basic worksheet and workbook concepts and terms
- ✧ Modify the worksheet
- ✧ Create and copy formulas
- ✧ Use functions to calculate and return values
- ✧ Format cells to enhance the appearance of the worksheet
- ✧ Create and modify charts that represent and analyze data to improve presentations
- ✧ Work with and organize worksheets in a workbook
- ✧ Change the page setup to define how the printed worksheet appears
- ✧ Create range names to simplify writing formulas
- ✧ Work with functions to create templates to make quick customized forms
- ✧ Review your work for errors

MICROSOFT EXCEL

INTRODUCTION AND INTERMEDIATE

GETTING STARTED

- ☆ Identifying Worksheet Terms
- ☆ Entering Data in a New Worksheet
- ☆ Getting Help

CHANGING THE LOOK OF A WORKSHEET

- ☆ Modifying the Worksheet
- ☆ Copying and Moving Cell Contents
- ☆ Using AutoFill

WORKING WITH FORMULAS

- ☆ Creating and Using Formulas
- ☆ Using Absolute Cell References

USING FUNCTIONS

- ☆ Creating and Using Functions
- ☆ Using the Paste Function Command

FORMATTING DATA

- ☆ Formatting Text, Numbers, and Cells
- ☆ Formatting Worksheets

CREATING, MODIFYING AND PRINTING CHARTS

- ☆ Creating Charts
- ☆ Creating Charts from Ranges
- ☆ Modifying Charts
- ☆ Creating Charts on Chart Sheets
- ☆ Using Different Chart Types
- ☆ Modifying Chart Elements
- ☆ Adding Data to a Chart
- ☆ Scaling Charts on Chart Sheets

WORKING WITH WORKBOOKS

- ☆ Rearranging Workbooks
- ☆ Using Multiple Worksheets to Record Related Data

MODIFYING PAGE FORMATTING

- ☆ Changing Page Setup
- ☆ Modifying Headers and Footers

WORKING WITH RANGES

- ☆ Creating and Naming Ranges
- ☆ Editing Ranges
- ☆ Printing Ranges

USING FUNCTIONS IN FORMULAS

- ☆ Using Functions to Compare Data
- ☆ Creating Formulas with Nested Functions

ANNOTATING WORKSHEETS AND AUTOMATING FORMATTING

- ☆ Annotating Worksheets
- ☆ Using Styles
- ☆ Using Autoformats

WORKING WITH TEMPLATES

- ☆ Using Installed Templates
- ☆ Saving Worksheets as Templates

REVIEWING YOUR DATA

- ☆ Checking and Reviewing Data
- ☆ Previewing and Printing Workbooks

MICROSOFT EXCEL ADVANCED

COST: \$130.00

DURATION: 1 Day

TARGET AUDIENCE: This course is intended for those individuals that work with lists of data, calculate numbers, and create reports and charts and would like to do so more effectively by learning to automate repetitive tasks using and creating macros and pivot tables.

PREREQUISITE: Microsoft Excel Introduction and Intermediate

Training participants will learn to sort and filter data to display and control information. They will use data tables to calculate projections and use pivot tables to reorganize data. They will learn to consolidate data from several worksheets into one worksheet, and then link the worksheets.

COURSE TOPICS:

At the conclusion of this course, participants should be able to:

- ☆ Use range names to easily identify a group of cells
- ☆ Use functions and array formulas to perform complex analysis of data
- ☆ Display subtotals to automatically summarize data
- ☆ Use AutoFilters and macros to automate filtering of data
- ☆ Check data to ensure that it is error free
- ☆ Perform what-if analyses to evaluate and forecast changes in worksheet data
- ☆ Create a form and link it to a database so that data can be collected automatically
- ☆ Protect a form to prevent unwanted changes to the form design

AUTOMATING WORK WITH MACROS

- ☆ Recording and Running Macros
- ☆ Editing Macros
- ☆ Assigning Shortcut Keys to Macros

USING MULTIPLE WORKSHEETS

- ☆ Linking Data Between Workbooks
- ☆ Changing and Restoring Links

WORKGROUP FUNCTIONS

- ☆ Applying Outlines
- ☆ Working with Shared Workbooks
- ☆ Resolving Conflicts
- ☆ Saving Documents as HTML

MANAGING DATA

- ☆ Sorting Data
- ☆ Extracting Data Using Filters

DISPLAYING DATA

- ☆ Creating Custom AutoFilters to Extract Data
- ☆ Creating Advance Filters to Extract Data
- ☆ Copying Filtered Data
- ☆ Querying Databases

ANALYZING DATA

- ☆ Using Data Tables to Calculate Projections
- ☆ Creating What-If Scenarios

USING PIVOT TABLES

- ☆ Creating Pivot Tables
- ☆ Editing Pivot Tables

WORKING WITH MULTIPLE WORKSHEETS

- ☆ Importing Files from Other Programs
- ☆ Exporting Files to Other Programs
- ☆ Consolidating Data from Multiple Worksheets

MS ACCESS

INTRODUCTION AND INTERMEDIATE

COST: \$375.00

DURATION: 3 Days

TARGET AUDIENCE:

This course is intended for those individuals that need to organize, find, and present information using the interactive relational database management system.

Training participants will learn how to add and remove records in a table; relate tables in a query; and then, sort, display, and modify data. They will learn basic database concepts and Microsoft Access terminology. Participants will learn to customize forms and reports. They will use Wizards to create and modify tables, queries, and records. After completing this course, training participants will be able to share and manage data, and define rules. They will learn to use advanced queries and summary queries. Participants will create and enhance custom forms, main forms and sub forms. They will learn to jump to other files or other locations within files and using hyperlinks.

COURSE TOPICS:

At the conclusion of this course, participants should be able to:

- ☆ Identify basic concepts and Microsoft Access terminology
- ☆ Move through tables in Datasheet view and Form view
- ☆ Edit, add, and delete records in Datasheet view and Form view
- ☆ Create databases, add and modify table structures, and enhance table views
- ☆ Create a query to display specific records
- ☆ Query multiple tables to analyze additional information
- ☆ Create and modify a customized form with the Form Wizard
- ☆ Build a customized report with the Report Wizard
- ☆ Share and manage data to improve efficiency and ensure data integrity
- ☆ Define data entry rules to ensure accurate data input
- ☆ Use advanced queries to answer a specific question about data in tables
- ☆ Create summary queries to perform calculations and make comparisons
- ☆ Create and enhance custom forms to easily view records and enter data
- ☆ Create a main form with a subform to view or enter data into two tables
- ☆ Create and enhance custom reports to summarize and present information
- ☆ Create hyperlinks to jump to other files or to locations within a file

MS ACCESS

INTRODUCTION AND INTERMEDIATE

IDENTIFYING BASIC DATABASE CONCEPTS

- ☆ Identifying Basic Database Concepts
- ☆ Using the Online Help System

NAVIGATING THROUGH THE DATABASE

- ☆ Identifying Database Views
- ☆ Moving Through Tables in Datasheet View
- ☆ Moving Through Tables in Form View
- ☆ Sorting and Searching for Records

EDITING, ADDING, AND DELETING RECORDS

- ☆ Editing, Adding and Deleting Records
- ☆ Finding and Replacing Specific Data
- ☆ Filtering Records to Locate Specific Data

CREATING DATABASES AND ADDING TABLES

- ☆ Creating a Database
- ☆ Creating and Modifying Table Structure
- ☆ Enhancing Table Views

QUERYING A TABLE

- ☆ Creating a Query
- ☆ Selecting Records with a Single Criteria
- ☆ Modifying a Query

CREATING COMPLEX QUERIES

- ☆ Creating Complex Queries
- ☆ Querying by Using Multiple Tasks

CUSTOMIZING FORMS

- ☆ Creating a Customized Form
- ☆ Modifying a Form

CUSTOMIZING REPORTS

- μ Creating a Customized Report
- ☆ Modifying a Form

SHARING AND MANAGING DATA

- ☆ Importing and Linking External Data
- ☆ Assigning a Primary Key
- ☆ Defining Table Relationships

DEFINING DATA ENTRY RULES

- ☆ Defining Data Entry Rules

USING ADVANCED QUERIES

- ☆ Creating a Calculated Field
- ☆ Creating Action Queries

CREATING SUMMARY QUERIES

- ☆ Creating Summary Calculations

CREATING AND ENHANCING FORMS

- ☆ Building a Custom Form
- ☆ Enhancing a Form
- ☆ Creating Combo Boxes, Toggle Buttons, and Check Buttons

WORKING WITH SUBFORMS

- ☆ Creating a Main Form with a Subform

CUSTOMIZING MULTIPLE TABLE REPORTS

- ☆ Creating a Multiple Table Report
- ☆ Enhancing Report Design
- ☆ Managing Fields and Groups
- ☆ Creating Summary Reports
- ☆ Creating Mailing Labels

WORKING WITH HYPERLINKS AND HTML

- ☆ Inserting Hyperlink Fields on Objects
- ☆ Using an HTML Template to Create a Form
- ☆ Saving a Form as HTML

MICROSOFT ACCESS ADVANCED

COST: \$130.00

DURATION: 1 Day

PREREQUISITE: Microsoft Access Introduction and Intermediate

TARGET AUDIENCE: This course is intended for those individuals that need to organize, find, and present information using the interactive relational database management system

Training participants will learn how to apply and use Cascade Update and Cascade Delete properties. They will apply selection criteria and parameters in queries, then design advanced queries with the SQL system. They will also learn to work with advanced forms, reports, and macros.

COURSE TOPICS:

At the conclusion of this course, participants should be able to:

- ☆ Apply and use the Cascade Update and Cascade Delete properties
- ☆ Modify the join property to use inner, self, and outer joins
- ☆ Apply select criteria and parameters in queries
- ☆ Use the SQL statement to design advanced queries
- ☆ Create advanced forms to accept user input
- ☆ Work with advance report functions and expressions
- ☆ Automate the database with macros
- ☆ Create a macro group and an AutoExec macro

ADVANCED TABLE RELATIONS

- ☆ Using Relationships Window to Edit Table Relationships
- ☆ Applying Cascade Update and Cascade Delete

EDITING THE JOIN PROPERTY

- ☆ Using the Inner and Self Join Property
- ☆ Editing Left and Right Outer Joins

USING SELECT AND PARAMETER QUERIES

- ☆ Creating and Modifying Select Queries
- ☆ Using Parameters and Wildcard Characters to Create Parameter Queries
- ☆ Create Parameter Queries

DESIGNING ADVANCED QUERIES

- ☆ Working with the Structured Query Language Statement
- ☆ Using SQL in Query Design
- ☆ Writing Union Queries and Make-Table Queries

CREATING ADVANCED FORMS

- ☆ Creating Unbound Forms
- ☆ Adding Additional Controls to Unbound Forms
- ☆ Associating the Unbound Form to a Query and to a Report

CREATING ADVANCED REPORTS

- ☆ Using Functions in a Report
- ☆ Structuring the Function Using the Expression Builder
- ☆ Creating Expressions in Calculated Controls

AUTOMATING THE DATABASE

- ☆ Automating the database
- ☆ Modifying the Presentation of a database

WORKING WITH MACROS

- ☆ Using Macros
- ☆ Writing an AutoExec Macro

MICROSOFT POWERPOINT INTRODUCTION

COST: \$130.00

DURATION: 1 Day

TARGET AUDIENCE: This course is intended for those individuals that wish to add a little something extra to their presentations.

Training participants will learn how to create a presentation, then add and format text, insert art, create charts, change color schemes and templates, modify master pages, and develop an on-screen slide show.

COURSE TOPICS:

At the conclusion of this course, participants should be able to:

- ☆ Identify PowerPoint screen elements and terms to use the program efficiently
- ☆ Produce a professional presentation using a sample presentation
- ☆ Enhance your presentation using PowerPoint formatting tools
- ☆ Modify your presentation for a more organized display of information
- ☆ Polish a presentation by adding objects and inserting pictures
- ☆ Create charts to illustrate numeric information
- ☆ Display a consistent look throughout a presentation using Slide Master
- ☆ Develop an on-screen slide show to create an electronic presentation

GETTING STARTED

- ☆ Opening a Presentation
- ☆ Identifying PowerPoint Screen Elements
- ☆ Using Online Help

USING TEMPLATES

- ☆ Creating a New Presentation
- ☆ Organizing Text in Outlines

FORMATTING TEXT IN A PRESENTATION

- ☆ Entering and Formatting Text

MAKING MODIFICATIONS

- ☆ Editing a Presentation
- ☆ Applying Design Templates

ENHANCING PRESENTATION WITH OBJECTS

- ☆ Adding Objects
- ☆ Managing Objects
- ☆ Adding Graphics

WORKING WITH CHARTS TO ILLUSTRATE NUMERIC DATA

- ☆ Creating Charts
- ☆ Entering and Editing Data
- ☆ Copying Charts

MODIFYING MASTERS FOR A UNIFORM PRESENTATION

- ☆ Modifying Masters
- ☆ Working with the Master Title Slides

PRODUCING A PRESENTATION

- ☆ Using Color Schemes
- ☆ Printing a Presentation
- ☆ Producing a Slide Show

MICROSOFT POWERPOINT ADVANCED

COST: \$130.00

DURATION: 1 Day

TARGET AUDIENCE: This course is intended for those individuals that wish to add speaker notes and handouts, and create interactive slide shows for PowerPoint presentations.

PREREQUISITES: Microsoft PowerPoint Introduction

Training participants will learn how to embed Word tables and Excel charts in a presentation, how to create a presentation template and advanced drawing techniques.

COURSE TOPICS:

At the conclusion of this course, participants should be able to:

- ☆ Import data from another application
- ☆ Share slide information between programs
- ☆ Share information between PowerPoint presentations
- ☆ Customize a presentation with vivid color and creative backgrounds
- ☆ Enhance a presentation with graphic objects
- ☆ Create a professional-looking presentation with charts and tables
- ☆ Create a uniform presentation with consistent styles and design templates
- ☆ Create exciting interactive and stand-alone slide shows

CREATING A PRESENTATION FROM IMPORTED DATA

- ☆ Creating a Presentation Using Text from Another Source
- ☆ Exporting a PowerPoint Outline Into Word

SHARING INFORMATION BETWEEN OFFICE PROGRAMS

- ☆ Linking and Embedding Between Microsoft Applications

SHARING INFORMATION BETWEEN POWERPOINT PRESENTATIONS

CUSTOMIZING PRESENTATIONS

- ☆ Customizing Color Schemes
- ☆ Adding Background Fill Effects

WORKING WITH GRAPHICS

- ☆ Working with Objects
- ☆ Arranging Objects

WORKING WITH CHARTS

- ☆ Importing Data from Another Application
- ☆ Modifying Data Charts
- ☆ Creating an Organization Chart

ENSURING CONSISTENCY WITH STYLES AND TEMPLATES

- ☆ Arranging Information and Checking for Consistency and Style
- ☆ Creating Design Templates

PRODUCING ADVANCED SCREEN SHOWS

- ☆ Generating Notes
- ☆ Annotating Slide Shows
- ☆ Using Slide Show Effects
- ☆ Producing an Automated Slide Show

MICROSOFT PUBLISHER

COST: \$130.00

DURATION: 1 Day

TARGET AUDIENCE:

MS Publisher users who want to take advantage of its vast design production and publishing capabilities.

Learn to create high-impact publications and web pages with MS Publisher. Knowledge of the keyboard, the topics covered in the Introduction to Windows course and prior hands-on microcomputer experience are presumed.

Also included is working with shapes, setting up a table, and creating a Web site.

TOPICS:

GETTING STARTED

- ★ Entering Personal Information
- ★ Getting Help

CREATING A LETTERHEAD

- ★ Using the Letterhead Wizard
- ★ Saving a Publication
- ★ Applying a Fill Color
- ★ Printing a Publication

CREATING A FLYER

- ★ Using the Quick Publication Wizard
- ★ Adding a Border
- ★ Inserting a Text Frame
- ★ Inserting Clip Art
- ★ Combining and Grouping Frames

CREATING A NEWSLETTER

- ★ Using the Publisher Design Gallery
- ★ Inserting a Masthead
- ★ Setting up Columns

WORKING WITH SHAPES

- ★ Drawing Rectangles, Ovals, and Lines
- ★ Drawing Custom Shapes
- ★ Changing the Level of a Shape

SETTING UP A TABLE

- ★ Creating a Table
- ★ Formatting a Table
- ★ Creating an Artistic Text Block

CREATING A WEB SITE

- ★ Using the Web Site Wizard
- ★ Customizing the Web Page
- ★ Creating a Hyperlink
- ★ Previewing and Publishing a Web Site

ADDITIONAL PUBLISHER FEATURES

- ★ Creating and Applying a Style
- ★ Finding and Replacing Text
- ★ Customizing Publisher

MICROSOFT PROJECT

COST: \$375.00

DURATION: 2 Days

COURSE OUTLINE

Topics covered in this course include:

TARGET AUDIENCE:

This course is appropriate for those responsible for projects consisting of multiple tasks, for customizing graphs and reports, and for communicating project information and status. Including but not restricted to Construction engineers, Local area network (LAN) managers, Webmasters, Programmers, and Analysts.

PREREQUISITES:

Students should already have a good understanding of formal project management terminology, tools, and techniques.

Students will learn how to use Microsoft Project to assist them with their project planning. Students will also learn some advanced features of Microsoft Project and how to use Microsoft Project Central.

CREATING A PROJECT PLAN

- ** Import a task list from Microsoft Excel to Microsoft Project
- ** Set default folder options and Auto-Save
- ** Create recurring tasks
- ** Split a task
- ** Modify task duration
- ** Modify calendar working time options
- ** Apply a calendar to a task
- ** Add material resources to a project
- ** Enter costs on resources
- ** Assign an additional resource to a task without increasing work on the task
- ** Assign an additional resource to a task to increase work on the task
- ** Create base calendars
- ** Set task types (fixed work, fixed units, fixed duration)
- ** Create a summary task
- ** Use deadlines and constraints
- ** Create a milestone task
- ** Create a new project
- ** Assign initial resources to tasks
- ** Enter task relationships
- ** Enter task information

TRACKING A PROJECT

- ** Assign tasks using Microsoft Project Central
- ** Add a progress line to a Gantt chart for a given date
- ** Set reminders and send schedule note messages
- ** Record task status in Microsoft Project and Microsoft Project Central

MICROSOFT PROJECT

- * Display resource allocations
- ** Reschedule uncompleted work
- ** Modify project duration
- ** Compare actuals with the project baseline

TRACKING A PROJECT

- ** Record actual work on a task
- ** Save a baseline for the entire project or selected tasks
- ** Edit task relationship types and lag

COMMUNICATING PROJECT INFORMATION

- ** Use the drawing tools
- ** Add a hyperlink to a task
- ** Identify lost elements when saving a project to Microsoft Project 98
- ** Copy a picture of a view and save it as a Web page
- ** Use Organizer to share custom views
- ** Modify a standard report
- ** Copy and paste a Gantt chart into a Microsoft Word document
- ** Copy and paste sheet information into a Microsoft Excel spreadsheet
- ** Update server-based project information using Microsoft Project Central
- ** Set page setup options
- ** Create a new custom report

GENERAL PROJECT MANAGEMENT CONCEPTS

- * Display the critical path using filtering and formatting techniques
- ** Differentiate work from duration
- ** Apply work breakdown structure (WBS) codes

CUSTOMIZING A PROJECT

- ** Reset table defaults
- ** Create custom filters
- ** Define WBS codes
- ** Create and apply custom groupings
- ** Format individual bars and bar styles
- ** Sort a view
- ** Apply custom filters
- ** Create a custom table
- ** Create and apply a custom view
- ** Format a time scale
- ** Use outlining features
- ** Apply a filter using AutoFilter
- ** Insert a column in a table

MULTIPROJECT MANAGEMENT

- ** Set baselines for a master project
- ** Add a task to a master project
- ** Create relationships between tasks in a master project and subproject files
- ** Insert a subproject into a master project

MICROSOFT OFFICE INTERACTION OF APPLICATIONS

COST: \$250.00

DURATION: 2 Days

TARGET AUDIENCE:

Microsoft Office users with a prior working knowledge of the package programs.

This hands-on course will illustrate the techniques of copying and linking information among the several Microsoft Office Application Programs. The applications that will be used are: Word, Excel, Access, and PowerPoint. Object Linking and Embedding (OLE) techniques will be shown between all four of the packages.

COURSE TOPICS:

At the completion of this course, participants should be able to:

- ★ MS Office Essentials
- ★ Capitalizing on MS Office's Shared Productivity Features
- ★ Putting the MS Office Applications to Work for You
- ★ How to Integrate Information Among Applications

MS INTERNET EXPLORER INTRODUCTION AND USING

COST: \$120.00

DURATION: 1 Day

TARGET AUDIENCE:

Individuals needing a familiarity with the Internet and MS Explorer.

This course provides an overview of the Internet and a brief history of Internet services. Participants will gain an understanding of Internet applications and how to utilize them using Microsoft Internet Explorer as the base software. This course will focus on the settings of Internet Explorer in conjunction with the actual browsing. Participants will learn to download files; send, read and receive e-mail; and communicate using newsgroups and subscriptions.

COURSE TOPICS:

At the completion of this course, participants should be able to:

- ★ Overview
- ★ Internet Services
- ★ Applications
- ★ Browsing the Web Efficiently
- ★ Searching for Information on the Internet
- ★ Communicating with the Global Community
- ★ Internet Newsgroups and Subscriptions
- ★ Choosing an Internet Provider

MICROSOFT FRONTPAGE

COST: \$250.00

DURATION: 2 Days

TARGET AUDIENCE:

Anyone considering launching a Web site that needs to know where to begin Technical support staff who need to know more about Web site design and implementation

Participants will learn how to plan a World Wide Web site, create Web pages, arrange text in tables as well as connect Web pages. They will also learn how to enhance Web pages, design Web pages using frames, add and edit images and use image maps.

COURSE TOPICS:

At the completion of this course, participants should be able to:

- ★ EXPLORING FRONTPAGE
- ★ CREATING HTML DOCUMENTS
- ★ FORMATTING WEB PAGES
- ★ HYPERLINKING PAGES
- ★ ADDING GRAPHIC ELEMENTS
- ★ ARRANGING TEXT AND GRAPHIC WITH TABLES
- ★ INSERTING MULTIMEDIA INTO WEB PAGES
- ★ MANAGING AND PUBLISHING YOUR WEB
- ★ DEVELOPING A CONSISTENT THEME
- ★ CHANGING THE NAVIGATION OF YOUR WEB
- ★ COLLECTING AND USING DATA
- ★ USING FRONTPAGE MANAGEMENT TOOLS

HTML WEB AUTHORIZING (HYPERTEXT MARKUP LANGUAGE)

COST: \$450.00

DURATION: 3 Days

PREREQUIITES:

Internet Explorer: Introduction and Using

TARGET AUDIENCE:

Employees needing to develop documents for the World Wide Web using HTML.

- * Create accessible links with additional functionality.
- * Create advanced table structures with enhancements for usability, accessibility, and style.
- * Create inline frames and modify their appearance and functionality.
- * Modify tables and create nested tables.
- * Control the sizing, spacing, and alignment of images, and understand how image maps work.
- * Create Web forms with a variety of different controls.
- * Modify form attributes to make forms more usable and navigable.
- * Apply the meta tag and understand how JavaScript is embedded into HTML documents.
- * Create framed pages.

COURSE OBJECTIVES:

Participants will learn to identify the relationship between HTML and the World Wide Web, view the HTML, source code for an existing Web page, use Notepad to apply basic HTML tags and use a browser to view the results.

Upon successful completion of this course, students will be able to:

- * Understand what HTML is, how it is used, and how it came to be.
- * Create links to locations within a site and out to other sites on the Internet.
- * Efficiently format Web page content
- * Incorporate graphics into Web pages
- * Generate unordered, ordered, and nested lists
- * Build and format tables for presenting data
- * Apply logical elements to documents and use CSS to attach style rules.

- ☆ HTML 4.0: The Basics
- ☆ HTML Structure
- ☆ Links: Local, Remote, & Email
- ☆ Formatting
- ☆ Graphics and Image Maps
- ☆ Lists
- ☆ Tables
- ☆ Creating Forms
- ☆ Applying the Meta Tag and JavaScript
- ☆ Frames
- ☆ Introduction to Cascading Style Sheets
- ☆ Applying Logical Markup
- ☆ Link Attributes and Techniques
- ☆ Document Types And The Doctype "Switch"

GROUPWISE

COST: \$65.00

DURATION: 1/2 Day

TARGET AUDIENCE:
Users of Novell Groupwise

GroupWise is an easy-to-use messaging system that offers a wide range of powerful communication and collaboration capabilities. It includes e-mail, personal calendaring, group scheduling, imaging, automated workflow, task and document management, rules-based message management, and electronic discussions. You can also configure GroupWise to page you when a message arrives for you.

TOPICS:

At the completion of this course, participants should be able to:

- ◆ Creating, Sending, Receiving and Managing Messages
- ◆ Personal Groups
- ◆ Editing and Resending a Message
- ◆ Calendars
- ◆ Passwords
- ◆ Tasks
- ◆ Notes
- ◆ Proxy

MICROSOFT OUTLOOK

COST: \$65.00

DURATION: 1/2 Day

TARGET AUDIENCE:
Users of MS Outlook.

Use MS Outlook, a personal information management program, to efficiently communicate, schedule appointments and tasks, record information and organize files. Participants will learn to use e-mail, organize and manage messages and create and track tasks.

TOPICS:

At the completion of this course, participants should be able to:

- ◆ Understanding the Outlook Environment
- ◆ Creating, Sending and Managing Messages
- ◆ Working with Contacts
- ◆ Managing Tasks
- ◆ Scheduling Appointments
- ◆ Scheduling Meetings

INTRODUCTION TO LANS

COST: \$550.00

DURATION: 3 Days

TARGET AUDIENCE:

Personnel who need an overall understanding of communication systems and networks.

As personal computers give way to Intranets, it is becoming increasingly more important to understand the fundamentals of networking. This course will provide an overview of basic Local Area Network (LAN) components, implementation and administration. Participants will learn the key concepts and practical skills needed to configure, troubleshoot and optimize LAN/MAN/WAN environments.

TOPICS:

At the completion of this course, participants should be able to:

- ✧ Networking Essentials
- ✧ Data Communications
- ✧ Data Communication Methods
- ✧ The Local Area Network (LAN)
- ✧ Wide Area Network (WAN) Circuits and Equipment
- ✧ Basic and Enhanced WAN Services
- ✧ Information Network Software
- ✧ The Internet
- ✧ Internetworking
- ✧ Optimizing Network Performance
- ✧ Troubleshooting
- ✧ Emerging Technologies

LANS DESIGN AND MANAGEMENT

COST: \$550.00

DURATION: 3 Days

TARGET AUDIENCE:

Employees needing a fundamental understanding of data communication and networking.

This workshop emphasizes the theory and application of networking concepts designed to increase the participants' knowledge of key terms, transmission technologies, types of hardware and software, tools of network management and security issues. Topics include: attaching various components to a network; the software that may be needed in a network; the use of various diagnostic processes to isolate malfunctions; and installation of a local area network.

TOPICS:

At the completion of this course, participants should be able to:

- ✧ Networking Essentials
- ✧ Common Topologies
- ✧ Network Operating Systems
- ✧ Network Protocols
- ✧ Internet Protocols
- ✧ Cabling and Connection Options
- ✧ NICs and Client Software
- ✧ Bridges and Routers
- ✧ Peer-to-Peer Counseling
- ✧ Hardware Troubleshooting
- ✧ Software Troubleshooting
- ✧ Evolution in Networking

DB2 FUNDAMENTALS & QMF

COST: \$425.00

DURATION: 2 Days

TARGET AUDIENCE:

DB2 Users and Technicians needing to understand DB2 concepts and facilities.

This course offers an introduction to a database and its benefits over a traditional data file. Topics include data structures, relational databases, relational architecture, DB2 Components, and DB2 Database Administration. Participants will also be introduced to Structured Query Language and Query Management Facility.

TOPICS:

At the completion of this course, participants should be able to:

- ✧ The Relational Model
- ✧ Data Manipulation Language
- ✧ Architecture
- ✧ Data Definition Group
- ✧ Application Programming

DB2 PERFORMANCE AND TUNING

COST: \$550.00

DURATION: 3 Days

TARGET AUDIENCE:

This course is designed for the Programmer, Analyst or Administrator that needs to gain better understanding of the DB2 environment and architecture.

This course will concentrate on the performance aspects of DB2 and DB2 Objects. The student will also learn how to use the DB2 catalog and plan tables to improve performance.

TOPICS:

At the completion of this course, participants should be able to:

- ☆ Architecture and Objects
- ☆ Monitoring Clustering
- ☆ SQL Processing and Performance
- ☆ Database Services and SQL
- ☆ Predicate Types
- ☆ DB2 Space Requirements
- ☆ Response Time and Throughput

DB2 DATA BASE DESIGN AND ADMINISTRATION

COST: \$550.00

DURATION: 3 Days

TARGET AUDIENCE:

DB2 Database Administrators, Programmers, Analysts and Managers

This intensive course provides the participants with the techniques and procedures required to design, define and maintain the DB2 Database environment. Participants will learn the database design process and review the steps required to normalize a database in the DB2 environment. The course is designed with Performance and Efficiency as primary objectives.

TOPICS:

At the completion of this course, participants should be able to:

- ★ Understanding the Relational Database and the DB2 Environment
- ★ Understanding the Design, Use and Establishment of the DB2 Index
- ★ Designing DB2 Views
- ★ DB2 Tables
- ★ The DB2 Catalog
- ★ Coding and Executing DB2 Commands and Utilities
- ★ Understanding Database Administration
- ★ Understanding the DB2 Security Environment
- ★ Identifying Database Design Problems and Performance Issues

JOB CONTROL LANGUAGE & UTILITIES

COST: \$625.00

DURATION: 4 Days

TARGET AUDIENCE:

This course is designed to help programmers, analysts and users to improve their skills and understanding of OS/VS JCL and Utilities.

Designed to be a comprehensive overview of OS/MVS Job Control Language (JCL), this course presents JCL statements and their parameters. Participants are exposed to OS/MVS utilities and functions. This course concentrates on the utilization of JCL in the working environment and how to enhance working proficiency.

TOPICS:

At the completion of this course, participants should be able to:

- ✧ Introduction to JCL
- ✧ Identifying JCL Statements and Their Purpose
- ✧ Defining the JOB and JOB STEP Concept
- ✧ Coding the JCL Needed to Define Files
- ✧ Dataset Formats
- ✧ Controlling Execution of the JOB and/or JOB STEP
- ✧ Compiling, Linking and Executing Programs
- ✧ JCL Procedures
- ✧ Controlling Execution of IBM and Other Utility Programs

STRUCTURED PROGRAMMING AND DESIGN

COST: \$550.00

DURATION: 3 Days

TARGET AUDIENCE:

Programmers, Programmer/Analysts and System Development personnel responsible for designing, developing and/or enhancing reliable computer systems and programs.

This course concentrates on the development of skills which increase productivity, reduce costs and produce quality programs on time and within budget.

TOPICS:

At the completion of this course, participants should be able to:

- ★ Overview of Structured Program Design and Development
- ★ Software Product Initiation and Planning
- ★ Software Requirements and Design Specifications
- ★ External Design Techniques
- ★ Internal Design
- ★ Program Development, Testing and Enhancement
- ★ Software Management and Documentation
- ★ Planning and Organizing for Implementation of the New Technologies



CERTIFICATE OF SUPERVISORY DEVELOPMENT

Quite often, employees are promoted for their technical skills, then left with supervisory responsibilities that they find difficult to handle. Learning is done by trial and error, and the optimal effectiveness of the supervisor is not reached. Effective and efficient supervision is fundamental to the success of State agencies in pursuing their program missions and objectives with limited resources. The ability to anticipate or precipitate change and guide employees through that change is a major challenge for supervisors and managers. The MARYLAND STATE CERTIFIED SUPERVISORY DEVELOPMENT PROGRAM provides a management-focused curricula and practitioner-oriented instructions for effective and innovative supervisory employees of all levels. To receive a Certificate of Supervisory Development, employees are required to complete the 12 mandatory courses and three of the eight electives over a two-year period.

PROGRAM OBJECTIVES:

- ❖ To educate Maryland State Government supervisors and managers in the competencies necessary for developing and practicing effective supervisory skills
- ❖ To help supervisors and managers understand, implement, and communicate organizational policies and practices to employees in a way that fosters a productive State government culture
- ❖ Meet the requirements of the Maryland State Personnel Management System

TARGET AUDIENCE:

Existing and newly appointed managers and supervisors with one or more employees reporting to him/her; who make decisions about the work flow and who perform planning, organizing, monitoring and/or leadership functions.

Requirements:

Satisfactory completion of program courses within 24 months.

METHOD:

To earn a Certificate of Supervisory Development, employees may take courses included in the EDTI training catalog. If, however, EDTI determines that an employee has successfully completed a course from another educational facility within the past 24 months that meets the EDTI standards, he/she may be exempt from mandatory participation in the EDTI course.

CERTIFIED SUPERVISORY DEVELOPMENT PROGRAM

Course descriptions follow on the subsequent pages.

MANDATORY COURSES	NO. OF DAYS	COST
PRINCIPLES OF SUPERVISION*	2	\$200.00
COMMUNICATION POWER*	2	\$200.00
MARYLAND STATE PERSONNEL RULES AND REGULATION*	1	\$100.00
EEO FOR MANAGERS AND SUPERVISORS*	1	\$100.00
EMPLOYER/EMPLOYEE RELATIONS*	1	\$100.00
VIOLENCE IN THE WORKPLACE: CREATING A SAFER WORK ENVIRONMENT*	1	\$120.00
PLANNING AND ORGANIZATIONAL SKILLS*	2	\$200.00
PEP PART I: IDENTIFYING ESSENTIAL JOB FUNCTIONS AND DEVELOPING*	1	\$120.00
MOTIVATION AND TEAM BUILDING*	1	\$120.00
CONTINUOUS QUALITY IMPROVEMENT PROCESS*	1	\$120.00
CUSTOMER SERVICE*	1	\$120.00
COACHING AND COUNSELING TO IMPROVE PERFORMANCE*	2	\$200.00

CERTIFIED SUPERVISORY DEVELOPMENT PROGRAM

Course descriptions follow on the subsequent pages.

ELECTIVE COURSES	NO. OF DAYS	COST
THE PERSONNEL MANAGEMENT SYSTEM**	2	\$175.00
WRITING EFFECTIVE CORRESPONDENCE**	2	\$200.00
MARYLAND STATE LEGISLATIVE PROCESS**	1	\$100.00
MARYLAND STATE BUDGET PROCESS**	1	\$100.00
PROBLEM SOLVING AND DECISION MAKING**	2	\$200.00
LEADERSHIP SKILLS**	2	\$200.00
DIVERSITY: COMMUNICATING ACROSS CULTURES**	1	\$120.00
COLLECTIVE BARGAINING**	1	\$100.00



GENERAL EDUCATION DEVELOPMENT (GED) FOR MARYLAND STATE EMPLOYEES

COST: **\$3,650.00**

DURATION: **52 Hours**

This 52-hour course is designed to prepare the participants for the GED Exam. It is a step-by-step review and assessment, designed to assist the participant in developing a comprehensive review and study plan to succeed in all test areas. Class work focuses on test-taking and critical thinking skills in order to master test questions. Tips, hints and methods for studying test taking are explored. Each participant is expected to analyze their personal learning style and adapt methods and suggestions to that style. Key elements of the course include:

- ◆ Building self esteem
- ◆ Setting personal study goals
- ◆ Planning and implementing a Personal study plan

These elements are valuable for daily work and life. Stress the importance of education for personal achievement and satisfaction.

Each segment of the test will be reviewed as to content, basics, and general concepts. "How to's" will be discussed in order to reduce test anxiety and improve scores. The focus is on test-taking skills,

applied knowledge, and basics in each of the areas to be tested. Due to the extensive amount of material covered, reading and utilization of materials in the textbooks will be necessary for development and follow through of a personal study plan. The participants' success depends on their motivation and willingness to attend class sessions and do outside work.

Format of Course Consideration

Specific handouts and materials will be determined in a more focused manner once class is established in order to pay attention to specific needs or weakness areas. Each module will be covered as outlined yet hints and tips will be summarized as needed at the end of each module.

Expectations of Participants

- ★ Participants will be expected to turn in several writing assignments for review and analysis.
- ★ Set-up a reasonable study plans and adhere to them.
- ★ Turn in pre-test materials for assessment.



GENERAL EDUCATION DEVELOPMENT (GED) FOR MARYLAND STATE EMPLOYEES

- ★ **Module One:** Identify personal motivation for taking the tests.
- ★ **Module Two:** Recognize all the parts and facets of the test.
- ★ **Module Three:** Develop a personal plan and recognize the need for taking responsibility of setting personal goals.
- ★ **Module Four:** How to use the pre-tests to enhance study time and performance. Recognize areas of strengths and weaknesses.
- ★ **Module Five:** Recognize that certain skills are utilized on all parts of the test. Enhance test reading and reasoning skills.
- ★ **Module Six:** Identify the Basic English rules and how to “crack” that part of the test.
- ★ **Module Seven:** How to communicate in Standard English sentences
- ★ **Module Eight:** Recognize words by accurate spelling. Identify skills needed to enhance writing quality.
- ★ **Module Nine:** Learn the elements of good writing. Identify the five steps of the writing process.
- ★ **Module Ten:** Be able to understand basic social studies concepts and interpret illustrations and reading passages, apply information to each of the social studies areas while analyzing relationships among ideas and make judgments about materials presented.
- ★ **Module Eleven:** Recognize basic Science concepts in each of the areas covered. Relate to daily events and personal life.
- ★ **Module Twelve:** Recognize devices and techniques used in fictional and non-fictional writing.
- ★ **Module Thirteen:** How to utilize problem-solving skills in math problems. Be able to estimate an answer and select needed information to solve problems.
- ★ **Module Fourteen:** Recognize methods of performing mathematical operations.
- ★ **Module Fifteen:** How to review and identify basic geometric concepts.
- ★ **Module Sixteen:** How to understand the language of algebra.
- ★ **Module Seventeen:** Recognize and identify ways to be prepared for the test.



HIGHLY EFFECTIVE CRITICISM AND DISCIPLINE SKILLS FOR MANAGERS AND SUPERVISORS

COST: \$200.00

DURATION: 2 Days

TARGET AUDIENCE:

Managers and supervisors at all levels , Team leaders

Ever imagined how sweet your workday would be without hearing griping and excuses, with no petty arguments to resolve and no bad attitudes to deal with? If your employees took your criticism in stride instead of getting angry or getting their feelings hurt? Recurring employee problems take a tremendous toll on all aspects of your organizational well-being. And as you know all too well, dealing with non-performers and workers with negative behaviors is an incredibly frustrating and time-consuming part of your job as a manager. Discover a positive new approach to handling employee performance problems!

Here's just a sample of the behavior-changing criticism and discipline skills you'll learn ...

- ★ Coaching and feedback techniques that result in dramatic improvement for under-performers
- ★ Tips for matching your leadership style to the needs of your employees for amazing results
- ★ Recognize the underlying causes of nonperformance so you can help those employees succeed.
- ★ Provide constructive criticism that results in positive behavior changes, rather than anger and resentment.
- ★ Transform chronic complainers and negative thinkers into productive team members.

COURSE OUTLINE

UNDERSTANDING NONPERFORMING EMPLOYEES

- ☆ Anatomy of a bad attitude: recognizing the major underlying causes
- ☆ Traits common to under-performing and difficult employees

PROVIDING CRITICISM THAT RESULTS IN POSITIVE BEHAVIOR CHANGES

- ☆ Discussing a problem without pointing fingers and placing blame
- ☆ What to expect from employees when you're telling them something they'd rather not hear
- ☆ How to address poor performance and still leave the employee's esteem intact

DEALING WITH PERFORMANCE AND ATTITUDE PROBLEMS

- ☆ Chronic complainers: tips for turning them into productive employees
- ☆ What to do when your employee requires constant attention

USING COACHING AND FEEDBACK TO BOOST MORALE

- ☆ Are you part of the problem? How your management style may be contributing to bad attitudes
- ☆ The "how to's" of giving effective positive and negative feedback

CREATING A POSITIVE, ENERGIZED WORK ENVIRONMENT

- ☆ Why your attitude directly impacts the attitude of everyone on your team
- ☆ Pointers that help build "team" enthusiasm and improve overall morale

MASTERING THE KEYS TO EFFECTIVE DISCIPLINE

- ☆ The secret to disciplining without causing resentment
- ☆ How to skillfully confront the serious performance problem

INTERVIEWING TECHNIQUES: FINDING THE RIGHT FIT

COST: \$120.00

DURATION: 1 Day

TARGET AUDIENCE:

Managers and Supervisors with hiring responsibilities.

Time spent in selecting the very best employee can yield the greatest dividends. While this workshop discusses the various types of interviews, the focus is on the selection interview for employees expected to conduct employment interviews as a part of their duties. The selection interview will be analyzed as a communication process, from a legal perspective, and as a tool of management.

TOPICS:

- ★ Selection process and types of interviews
- ★ Who should be involved in the interview process
- ★ Types of questions both for the interviewer and interviewee

- ★ Interview techniques
- ★ When to use a panel interview or one-to-one
- ★ Stages of preparing for and conducting a lawful interview
- ★ Planning an interview
- ★ EEO / Affirmative Action considerations
- ★ Existing agency policies and procedures for selection interviews
- ★ Goals, not quotas-for Affirmative Action Plans

COURSE OUTLINE:

- ★ To differentiate among the various types of selection interviews and their relative advantages and disadvantages
- ★ To identify various types of questions
- ★ To demonstrate an effective style of questioning including valid content
- ★ To identify the legal implications of the interview process
- ★ To plan and conduct effective lawful selection interviews—both one-to-one and a panel interview
- ★ To write an action plan for selection interviewing back on the job



INTERVIEW / RESUME PREPARATION

COST: \$120.00

DURATION: One Day

TARGET AUDIENCE:
Managers and Supervisors with hiring responsibilities.

COURSE TOPICS:

- ★ Ten tips for writing better resumes
- ★ Resume pitfalls
- ★ Rules of the Interview
- ★ Great Interview Questions

Is your first impression effective and dynamic? Learn the tips for resume preparation that will get you noticed ahead of the competition. With insight into techniques and strategies used by today's interviewers, you will gain an insight on a variety of interview formats and understand the purposes behind them.

Upon completion, participants should be able to:

- ★ Avoid resume pitfalls
- ★ Develop a resume that is "scanner friendly"
- ★ Answer typical interview questions
- ★ Formulate great questions to ask



LEGAL ASPECTS OF HIRING AND FIRING

COST: \$120.00

DURATION: 1 Day

TARGET AUDIENCE:
Managers and Supervisors

Upon completion, participants will be able to:

- ★ Demonstrate an understanding of employment laws
- ★ Develop legally safe interview questions
- ★ Provide documentation for any disciplinary problem
- ★ Recognize workers' privacy rights
- ★ Take the necessary steps to ensure worker safety

Do you know what to do to protect your Agency, your employees, and yourself from legal liability? Can you defend your actions—or those of your employees — if you do end up in court?

Staying out of trouble is a matter of being prepared. This workshop will translate complex legal concepts and precedents into a set of easy-to-learn guidelines for managing people. It gives you a systematic knowledge of the ways the laws governing equal opportunity and employee rights protect not only your employees, but you, the manager, as well. You'll see that understanding and adhering to employment law is simply good business.

COURSE TOPICS:

- ★ Interviewing and hiring
- ★ Wage and hour laws, benefits, and leave issues
- ★ Disciplinary action and performance appraisals
- ★ Maintaining records, paperwork, and other documentation
- ★ Avoiding discrimination
- ★ Privacy rights
- ★ Legal obligation for ensuring worker safety



CAREER PLANNING

COST: \$120.00

DURATION: 1 Day

TARGET AUDIENCE: All Employees

Statistics show that people spend more time planning a party than they spend planning their career. Do you want to take charge of your career and don't know how? This one-day workshop is designed for any employee who has never had an opportunity to explore career options, doesn't know what options are available, or wants to take charge in managing his/her career.

COURSE TOPICS:

Upon completion participants should be able to:

- ★ Set career goals
- ★ Implement strategies to achieve his/her career goals
- ★ What do you want to be when you grow up?
- ★ Career assessments and explorations
- ★ Portfolio evaluation
- ★ What are my career options?



WORKPLACE SAFETY

COST: \$120.00

DURATION: 1 Day

One day (morning—DGS/afternoon—self-defense instructor)

TARGET AUDIENCE:

All Employees

Each work day we spend more waking hours at our job site than we do at home. Would you know what to do in an emergency? Do you have an evacuation plan? If so, do you know what it is? In light of recent events, employees need to be aware of their environment and know the proper procedures to follow to ensure a safe and secure workplace.

NOTE: Participants should wear comfortable clothing for this training session.

COURSE TOPICS:

Upon completion, participants should be able to:

- ◆ Understand the importance of security procedures and follow them accordingly
- ◆ Know the steps to follow in case of emergency
- ◆ Demonstrate an increased awareness of his/her surroundings
- ◆ Use simple self-defense techniques
- ◆ Impact of workplace violence
- ◆ Symptoms of potential violent behavior
- ◆ Prevention of violent behavior
- ◆ Importance of policies and procedures
- ◆ Emergency procedures for the State Office Complex
- ◆ Increasing awareness
- ◆ Simple self-defense



HOW TO HANDLE PEOPLE WITH TACT AND SKILL

COST: \$120.00

DURATION: 1 Day

COURSE TOPICS:

All Employees

Do you recognize these people? Know-it-alls: arrogant and having an opinion on everything. Passives: never let you know where they stand. "YES" People: always agreeable but seldom deliver in promises. "NO" People: quick to point out why things won't work— and never budge on their beliefs. Grippers: nothing's ever right with them— would rather dwell on problems than seek out solutions.

COURSE TOPICS:

Among the skills learned:

- ★ What to do if you're unfairly criticized (even in front of others)
- ★ How to get excuse-makers and blamers to take responsibility
- ★ What you should do immediately when you're threatened
- ★ How to :reclaim credit: when someone steals your ideas
- ★ Proven ways to get others to quit procrastinating
- ★ Is a relationship worth saving? Questions to ask yourself?
- ★ For managers: ways to deal with laziness, insubordination, and people with bad attitudes

As a result of this training....

- ★ You will understand the difficult people in your life. Discover how they think, what they fear, and why they act the way they do.
- ★ You will know what to do and say. Learn specific here's-how-you do-it techniques you can use with all kinds of people.
- ★ You'll be less of a target for difficult people. You'll defuse problem people—and get them to treat you with respect.

DEALING WITH CONFLICT AND CONFRONTATION

COST: \$120.00

DURATION: 1 Day

TARGET AUDIENCE:

All Employees

Most conflict can be resolved fairly easily, with less tension, anxiety and fear that you ever thought possible. Even better, you can do it in a way that actually benefits all concerned. This insight-packed course will show you psychologically sound techniques proven to work in a variety of conflict situations, even ones charged with potentially destructive behavior.

This class will address:

- ◆ Preventative strategies, such as creating a physically and emotionally safe environment
- ◆ Review of ethical issues
- ◆ Dealing with conflict and confrontation in parent teacher conferences
- ◆ Using communications and assertiveness skills
- ◆ Recovering from the trauma of being confronted inappropriately

COURSE OUTLINE:

- What is Conflict? What is Confrontation?
- Psychological understanding of the behavior of conflict and confrontation.
- Healthy versus unhealthy conflict and confrontation.
- What is "resolution" or desired outcome? How do you get there so each party feels heard, acknowledged, respected and intent is productive.
- Redirecting unhealthy conflict and confrontation to healthy, productive problem solving.
- Therapies dealing with conflict and confrontation:
 - ★ Cognitive-Behavior Modification
 - ★ Solution-Focused therapy
 - ★ Assertiveness Skills
 - ★ Stress Management Techniques
- The Process
 - ★ Define the problem - Separate the person from the problem
 - ★ Identify feelings and needs
 - ★ Options
 - ★ Agreements
 - ★ Creating Plans
 - ★ Implementing Plans
 - ★ Evaluate and if necessary repeat the steps

AWARD WINNING CUSTOMER SERVICE*

COST: \$120.00

DURATION: 1 Day

TARGET AUDIENCE:

All Employees

What is it that customers really want? Quick response? Instant information? Friendly dialog? All the above, and more! In today's competitive business environment, a government agency must provide quality and exceptional customer service to operate successfully in the eyes of the public. This workshop helps participants examine their customer service skills while building new approaches to dealing with customers. Developing productive relationships within the office setting is also stressed as the participants discover the value of "meeting the customer's needs."

TOPICS:

Upon completion, participants will be able to:

- « Define their customers—internally and externally
- « Use active listening techniques to improve communications and help the customer reach satisfaction
- « List the nine steps to calming an angry customer
- « Identify words that get points across and words that are negative triggers for customers
- « Use specific techniques to develop rapport with the public and create a positive agency image.

- ★ Determining the Customer's Problems and Concerns
- ★ Developing Positive Customer Service skills
- ★ Presenting a Positive Image to Customers—Internally and Externally
- ★ Developing Skills for Self-Improvement

***Mandatory Supervisory Development Program course**

DELIVERING FIRST RATE CUSTOMER SERVICE OVER THE TELEPHONE

COST: \$120.00

DURATION: 1 Day

TARGET AUDIENCE:

Customer service representatives who wish to know the methods to amazing customers with exceptional customer service every time.

In today's multi-dimensional, hi-tech offices, the telephone is one of the most important tools on hand. Participants will learn how their attitude impacts customer service and how to develop courteous, positive, and effective customer service telephone skills.

OBJECTIVES:

At the end of this workshop participants will be able to:

- ★ Build, maintain and recover relationships with customers on the telephone
- ★ Answering and addressing the caller
- ★ Respond diplomatically and tactfully to even the most demanding customer
- ★ Be mentally prepared for every call
- ★ Deliver a positive image and maintain a positive attitude
- ★ Voice mail etiquette

COURSE TOPICS:

- ★ Identify barriers to exceptional telephone customer service and proven ways to overcome them
- ★ Use open ended interview questions to find solutions to a customer's problem
- ★ Soothe customer emotions and create positive outcomes-even when the answer is "no"
- ★ Identify ways to go the extra mile for the customer
- ★ Word choices that send out a "caring" message, and use those that defeat your objectives

COMMUNICATION POWER*

COST: \$120.00

DURATION: 1 Day

TARGET AUDIENCE:

All Employees

Poor communication can create chaos in the workplace. This workshop provides practical instruction in active listening versus subjective hearing, and examines various communication styles and their impact on the audience. Participants will develop a plan for applying learned skills to a specific on-the-job communication problem. This course will also provide the right skills by teaching the participants the most effective words and phrases to utilize when dealing with customers and fellow employees to make their communication style the most effective.

TOPICS:

Upon completion, participants will be able to:

- ★ Identify effective communications techniques relating to the projection of positive self images
- ★ Define the major elements in speaker/listener relations
- ★ Define communications as a factor in productive management
- ★ Identify one or more specific job-related situations where they want to communicate more effectively

***Mandatory Supervisory Development Program course**

THINKING OUT OF THE BOX: CREATIVE PROBLEM SOLVING AND DECISION MAKING SKILLS**

COST: \$200.00

DURATION: 2 Days

TARGET AUDIENCE:

Supervisors, Managers and Team Leaders

Capitalize on your strengths, improve your decision-making and take a more powerful role in the decisions affecting you, your job and your agency. Participants will learn to analyze problems creatively, recognize steps in creative problem solving, overcome resistance to change, and bring creativity to the organization.

TOPICS:

At the conclusion of this course participants should be able to:

- ☆ Make the distinction between when you have a problem and when it is time to make a decision
- ☆ Learn and utilize effective problem solving techniques
- ☆ Learn and utilize decision-making techniques
- ☆ Develop skills to think out of the box and to bring creativity to the organization
- ☆ Develop techniques for team problem solving and decision-making and how to function as a team

****Elective Supervisory Development Program course**

DEVELOPING A PROFESSIONAL IMAGE

COST: \$120.00

DURATION: 1 Day

TARGET AUDIENCE:

All Employees

How you dress, talk, and act can change the way others see you and influence the way you see yourself. Not a superficial “dress for success” program, this training course instead reveals all of the essential ingredients of a truly successful image. It will help you reshape your image and project the personal power that gets respect and elicits action.

Upon successful completion of this course, participants will be able to:

- 2 What is a Professional Image?
- 2 Identify the Components that make up a Professional Image
- 2 Describe the elements of Appearance
- 2 Describe the elements of body Language
- 2 Describe the elements of Attitude
- 2 Identify Areas that can be improved in your professional Image
- 2 Learn to tie in you best qualities with your work environment

TOPICS:

WHY BE CONCERNED WITH YOUR PROFESSIONAL IMAGE

- 2 Elements of a Professional Image

HOW YOUR PROFESSIONAL IMAGE AFFECTS YOU

ASSESSMENT OF YOUR PROFESSIONAL IMAGE

- 2 Taking Inventory

IMPACT OF PROFESSIONAL IMAGE

- 2 Building a Professional Wardrobe
- 2 Appearance Self-Assessment

THE RIGHT BODY IMAGE

- 2 Posture and Image
- 2 Body Language
- 2 Eye Contact
- 2 Gestures

THE RIGHT ATTITUDE

- 2 The Importance of Attitude
- 2 Self Image and Attitude

REFINING YOUR PROFESSIONAL IMAGE

IMPROVING YOUR JOB PERFORMANCE

COST: \$120.00

DURATION: 1 Day

TARGET AUDIENCE:

The types of tasks that people are performing in the workplace are changing. Many jobs are becoming more complex. People are required to show more initiative, provide better customer service and work in teams. This workshop aims to help people and organizations adapt to these changes by ensuring that staff have the skills to do their job effectively and are properly motivated.

COURSE OUTLINE:

Through this course, participants will learn:

- ❖ How to control self and situations with confidence
- ❖ How to maximize assets
- ❖ How to avoid negative behavior
- ❖ How to plan and reach career goals
- ❖ Developing Techniques to daily work experience



PROFESSIONAL ETIQUETTE

COST: \$120.00

DURATION: 1 Day

TARGET AUDIENCE:

This workshop is aimed at professionals who want the extra skills beyond the “minimum qualifications” to ensure success.

You know you have worked hard to get the credentials necessary to move up the ladder of success, but have you done the necessary groundwork to move up the next rung of the ladder? Do you have the polish necessary to project professionalism, competence, and confidence?

TOPICS:

Upon completion, participants should be able to:

MAKE A POSITIVE FIRST IMPRESSION

- ★ The impact of first impressions

UNDERSTAND THE DIFFERENCE BETWEEN PROFESSIONAL ATTIRE AND BUSINESS CASUAL WEAR

- ☆ Image tips for men and women
- ☆ Professional attire versus business casual wear

REALIZE THE IMPORTANCE OF BODY LANGUAGE

- ☆ Body language and nonverbal communication

IMPROVE HIS/HER CONVERSATIONAL SKILLS

USE APPROPRIATE OFFICE AND ELECTRONIC ETIQUETTE

- ☆ Office and electronic etiquette
- ☆ Business introductions
- ☆ Business card exchange



ANGER MANAGEMENT

COST: \$120.00

DURATION: 1 Day

TARGET AUDIENCE: All Employees

We all know what anger is, and we've all felt it: whether as a fleeting annoyance or as full-fledged rage.

Anger is a completely normal, usually healthy, human emotion. But when it gets out of control and turns destructive, it can lead to problems—at work, in your personal relationships, and in the overall quality of your life. It can make you feel as though you're at the mercy of an unpredictable and powerful emotion. This workshop is meant to help you understand and control anger.

Upon completion, participants will be able to:

- ☆ Identify their anger management style
- ☆ Understand what anger is and what triggers it
- ☆ Implore strategies to keep anger under control

COURSE TOPICS:

- ☆ ·Anger Is a Two-Step Process
- ☆ Ventilation Doesn't Work
- ☆ Anger Is Different From Aggression
- ☆ Coping Is Better Than Blaming
- ☆ Relaxation Skills
- ☆ Anger and Your Health
- ☆ Stress on Wheels—Curbing Road Rage

LISTENING TECHNIQUES

COST: \$120.00

DURATION: 1 Day

TARGET AUDIENCE:

Anyone interested in the communication process and the difficulties of clear communication. Especially helpful for new supervisors or team leaders.

TOPICS:

Upon completion, participants should be able to:

- ★ Assess your ability to listen and retain information
- ★ Learn and strengthen habits of active listening—clarifying, confirming, checking assumptions, empathy, etc.
- ★ Identify barriers to effective listening
- ★ Develop ability to focus on understanding others instead of on making your point.

It is a fact, most of us use only one-third of our listening capacity! Through this course you will learn how to expand your listening abilities and become a more effective communicator. Participants will learn how to take-in greater amounts of information, remember more, and “hear between the lines”.

Effective listening assessments

- ★ Why we don’t listen
- ★ Techniques for active listening
- ★ Seeking first to understand (before being understood)
- ★ Secrets of being a good listener
- ★ Applying listening techniques to a variety of situations
- ★ How to listen when you don’t like what you’re hearing

EFFECTIVE PRESENTATION SKILLS

COST: \$200.00

DURATION: 2 Days

TARGET AUDIENCE:

This course is recommended for presenters who wish to improve or develop their presentation skills.

This course provides practical experience in sharpening verbal skills. Participants will learn techniques for speaking and thinking with great clarity and purpose, facing an audience or camera with confidence, shaping and organizing your speech or presentation to get the response and results you want, conquering fear and negative stress, making your performance skills, your sense of humor and your own personality work for you. Class sessions are highly participatory.

COURSE OUTLINE

- ★ Essentials of presentational communication concepts
- ★ How to be effective in any group--handling impromptu speaking situations...audience analysis...focusing on audience needs
- ★ How to develop the opening, body and close of a presentation--organizational techniques...how you come across to others...building and improving ideas...commanding and focusing attention...encouraging audience involvement
- ★ Preparation for presentation--managing presentation stress...using audiovisual aids
- ★ Delivering the complete presentation--managing the physical setting for your presentation...interacting with your audience...fielding questions from the floor...finer points of effective presentations

Participants will learn:

- ★ Subtle differences between good and dynamic speakers
- ★ How to use humor to establish a connection with your audience
- ★ How to use body language and eye contact to engage your audience
- ★ How to tailor your presentation to your audience
- ★ How to use relaxation techniques to overcome nervousness
- ★ How to project your voice and use pauses to dramatize your point
- ★ How to expertly handle difficult questions and situations

CONDUCTING EFFECTIVE MEETINGS

COST: \$120.00

DURATION: 1 Day

TARGET AUDIENCE:

Anyone with responsibility for holding/ planning meetings or anyone who attends large numbers of meetings. Especially helpful for team leaders.

Learn how to make every meeting successful from start to finish. Plan fewer, shorter, better meetings! This workshop will help participants to eliminate time wasting components and benefit from lean, productive sessions.

TOPICS:

Through this course participants will learn:

- ★ How to Lay The Groundwork For An Effective Meeting
- ★ Skills To Draw Participation From Everyone
- ★ Strategies, Tips And Suggestions To Make Decisions
- ★ Ways to End Meetings With An Immediate Call To Action

COURSE OUTLINE:

- ★ What goes wrong in meetings and why?
- ★ The costs of poorly run meetings
- ★ How to create a results-oriented agenda and pre-meeting communications
- ★ How to set positive meeting norms
- ★ How to facilitate to ensure full participation
- ★ How to help groups make decisions
- ★ How to clarify who is responsible for what
- ★ How to ensure follow up and follow through
- ★ Techniques for handling difficult situations

DEALING WITH PROBLEM CUSTOMERS AND EMPLOYEES

COST: \$120.00

DURATION: 1 Day

TARGET AUDIENCE:
All employees

Knowing how to resolve a conflict quickly and professionally can make a big difference in employee performance and customer satisfaction. This workshop takes a long, hard look at what you can do with the people who seem to delight in making your life miserable. It explains the importance of dealing with problem customers and employees and the methods, skills, and know-how for calming any situation.

TOPICS: *Topics covered in this course include:*

EFFECTIVELY RESPOND TO ALL TYPES OF DIFFICULT PEOPLE

- ★ Recognizing and changing behavior patterns
- ★ Specific phrases you can use to calm different types of people
- ★ Why a strategy that works on one difficult person may be disastrous on another

BECOME A PROACTIVE PERSON

- ★ Listening techniques you should use before choosing a communication style
- ★ Important information that you can derive from body language and voice
- ★ Choosing the most effective way to say "no"

ADVANCE YOUR COMMUNICATION SKILLS

- ★ The most effective way to respond to unreasonable demands
- ★ Making the person feel valued from the start

CONFIDENTLY DEFUSE THE SITUATION

- ★ Cutting through the emotion to get the facts you need to solve problems
- ★ From simply irate to abusive – how to get through to angry customers

POLISHING YOUR INTERPERSONAL SKILLS

COST: \$120.00

DURATION: 1 Day

TARGET AUDIENCE:

All employees

Upbringing, education and talent aside, all good leaders share the same quality: superior communication skills. Communication is not just about how you talk and listen; it is about making connections with people. This workshop is designed to help participants build and enhance their communication skills-active listening, giving and receiving criticism, dealing with different personality types, and nonverbal communication. It explains basic communication theory as it applies to the workplace, and offers “real-life” scenarios that demonstrate the use of effective interpersonal communication.

COURSE TOPICS:

Participants in this course will learn to:

- ★ Identify personal barriers to effective communication and develop strategies to overcome them
- ★ Give and receive workplace criticism constructively
- ★ Use body language techniques to reinforce the meaning of what you say
- ★ Understand and communicate more effectively with different types of people
- ★ Listening Until You Really Hear
- ★ Gather information through effective questioning and listening techniques
- ★ Offer and accept both positive and negative feedback so that it's usable
- ★ Resolve conflicts in negative situations and with negative people
- ★ The Key Elements of Self-Concept and Perceptions
- ★ Business Etiquette
- ★ Nonverbal Communication

ENGLISH REFRESHER /GRAMMAR AND PUNCTUATION

COST: \$200.00

DURATION: 2 Days

TARGET AUDIENCE:
All Employees

The secretary, the administrative assistant, the maintenance engineer and the executive manager spend about 80% of their time communicating through letters, memoranda and public contact as well as over the telephone. This workshop is designed to provide a comprehensive review of the essentials of grammar, punctuation, capitalization and number usage that must be used in effective day-to-day communications.

COURSE TOPICS:

This course covers:

- ↳ Review of English Grammar
- ↳ Review of Punctuation Practices
- ↳ Review of Rules Which Help Spelling
- ↳ Skills to Increase Vocabulary

COURSE OUTLINE:

Topics covered in this course include:

SENTENCE STRUCTURE

- ★ Types of Sentence Fragments
- ★ Run-On Sentences

SPELLING DEMONS

YOUR PERSONAL “GRAMMAR GREMLINS”

PUNCTUATION TIPS

- ★ Apostrophes
- ★ Quotations

COMMONLY MISUSED WORDS

- ★ Verbs
- ★ Pronouns
- ★ Pronoun Types
- ★ Adjectives And Adverbs

BUSINESS WRITING ETIQUETTE

- ★ Numbers and Abbreviations
- ★ Capital Letters

BETTER SENTENCES FOR MORE IMPACT

- ★ Prepositional Phrases
- ★ Subject-Verb Agreement
- ★ Misplaced And Dangling Modifiers

PROOFREADING AND EDITING TIPS



GOOFPROOFING YOUR WRITTEN WORK: PROOFREADING EFFECTIVELY

COST: \$200.00

DURATION: 2 Days

TARGET AUDIENCE:

All Employees

Did you know that English—particularly American English—has become the universally accepted language of international communication throughout the world? A thorough command of standard English has become essential to success in almost every field of endeavor. While using good English makes a favorable impression and helps you get ahead, using poor English makes a bad impression and holds you back. This one-day workshop provides the tools to help you eliminate the most common “goofs” in your speaking and writing.

Upon completion, participants should be able to:

- ★ Identify his/her grammar weak spots
- ★ Correct his/her most common speaking and writing errors
- ★ Enhance his/her image as a literate person

COURSE TOPICS:

This course will help you proofread more effectively:

- ★ by giving you some useful general strategies for proofreading well
- ★ by giving you strategies which personalize proofreading so you can identify errors you typically make (You don't need to check for everything. It's more efficient to know your typical problem areas and make several passes through the paper for them.)
- ★ by giving you specific strategies for finding and correcting those errors.

COURSE OUTLINE

ORGANIZATION AND PARAGRAPHING

- ★ Thesis/Focus/Main Point
- ★ Paragraph Clarity
- ★ Overall Coherence

USAGE AND SENTENCE STRUCTURE

- ★ Subject/Verb Agreement
- ★ Pronoun Reference/Agreement
- ★ Parallel Structure

SPELLING AND PUNCTUATION

- ★ Spelling
- ★ Compound Sentence Commas
- ★ Introductory Commas
- ★ Comma Splices
- ★ Fragments
- ★ Run-On Sentences
- ★ Apostrophes
- ★ Left-Out Words

WRITING EFFECTIVE CORRESPONDENCE**

COST: \$200.00

DURATION: 2 Days

TARGET AUDIENCE:

Employees whose responsibilities include editing, proofreading and composing basic correspondence are encouraged to attend.

Never again be stumped about what to say and how to say it. Participants in this workshop will gain rules and tools for writing that eliminate words and phrases that get the point across clearly and concisely, format documents to be more visually appealing and "reader friendly," and recognize and eliminate common business writing mistakes that look sloppy and unprofessional.

TOPICS:

This course will teach the participants how to:

WHAT TO KNOW BEFORE YOU WRITE

- ★ Testing your skills by pinpointing your strengths and weaknesses
- ★ Know your subject

PUTTING YOUR WORDS ON PAPER

- ★ Overcoming writers block
- ★ Using free-writing to create a first draft
- ★ Writing openings that get to the point and keeps your reader's attention

PROFESSIONAL EDITING AND PROOF-READING TECHNIQUES

- ★ When to add, delete and substitute words for clarity
- ★ Proofreading symbols that save time and simplify revisions

WRITING FOR SPECIAL SITUATIONS

- ★ How to convey bad news tactfully
- ★ How to say "No" without damaging relationships

****Elective Supervisory Development Course**

TIME MANAGEMENT

COST: \$120.00

DURATION: 1 Day

TARGET AUDIENCE:

All employees

Identify time-wasters to avoid and time-savers to embrace. This course emphasizes practical strategies for managing time in view of the public demand for increased service. Participants will learn how to manage priorities, make the most of available resources, trim wasted time from business calls and meetings and effectively utilize e-mail and voice mail.

At the end of this course participants will be able to:

- 2 Identify situations, persons and tasks that cause ineffective time management
- 2 Discuss temperament in relation to time management
- 2 Determine how to assist co-workers in coping time management
- 2 Develop ways to increase efficiency in daily work assignments
- 2 Identify ways to use communication effectively in time management
- 2 Utilize planning skills for increasing work productivity

COURSE TOPICS:

Topics covered in this course include:

- ↪ **TIME MANAGEMENT - HOW TO ACHIEVE MORE WITH YOUR TIME**
- ↪ **HOW MUCH IS YOUR TIME WORTH?**
- ↪ **HOW EFFECTIVELY DO YOU USE YOUR TIME?**
- ↪ **CHOOSING WHAT TO ACHIEVE**
- ↪ **HOW TO PLAN EFFECTIVE USE OF TIME**
 - ✦ Using goal-setting for personal planning
 - ✦ Informal planning
 - ✦ Formal planning for complex tasks
- ↪ **USING TIME MORE EFFECTIVELY**
 - ✦ Getting the most out of meetings
 - ✦ Using waiting time well
 - ✦ Saving time reading documents
 - ✦ Dropping unnecessary tasks
 - ✦ Avoiding procrastination
 - ✦ Using delay positively
- ↪ **CREATING MORE TIME**
 - ✦ How to delegate effectively
 - ✦ Getting up early and making your own time
- ↪ **CONTROLLING DISTRACTIONS**
 - ✦ Getting rid of unnecessary jobs
 - ✦ Handling casual visitors
 - ✦ Avoiding distraction from the phone

ORGANIZING YOURSELF, YOUR THOUGHTS AND YOUR ACTIONS FOR GREATER PRODUCTIVITY MORE MEMORY, MORE MONEY, MORE SUCCESS

COST: \$120.00

DURATION: 1 Day

TARGET AUDIENCE:

All Employees

Would you like to recall names, facts and numbers with ease? Remember what you said? Where you were supposed to be when? Memory is a key distinguishing asset for the successful person. A good memory will permit you have quick and quality recall of important details in your work and professional life.

Take charge of your job and your life—once and for all. This workshop teaches participants how to set and accomplish priorities without ignoring other people's demands, how to prioritize quickly and logically and develop communication skills that build links and make work flow more smoothly.

Participants in this workshop will address and draw upon personal reading strengths, adopt efficient reading techniques and strategies, improve reading comprehension and retention skills and organize thoughts for better recall.

TOPICS:

At the end of this course participants should be able to:

- ★ Understanding Comprehension And Thinking Strategies
- ★ Improving Your Technical Reading
- ★ Examining Reading Problems And Solutions
- ★ Learning Note-Taking Skills
- ★ Maintaining balance and control
- ★ Dealing with meetings, delegation and deadlines
- ★ Break time-wasting habits
- ★ Bring order to chaotic work life
- ★ Reduce everyday stress and frustrations
- ★ Claim more time for yourself
- ★ How to organize your in-box

MARYLAND STATE PERSONNEL RULES & REGULATIONS*

COST: \$80.00

DURATION: 1 Day

TARGET AUDIENCE:

All employees

This workshop provides an overview and update of current personnel rules and regulations affecting Maryland State employees.

TOPICS

This course covers:

- ★ Employer-Employee Relations
- ★ Equal Employment Opportunity Guidelines
- ★ Employee Benefits
- ★ Training and Employee Development
- ★ Recruitment and Examination in the State Sector
- ★ Personnel Actions

****Mandatory Supervisory Development Program course***

EMPLOYER/EMPLOYEE RELATIONS*

COST: \$80.00

DURATION: 1 Day

TARGET AUDIENCE:

Supervisors, Managers, Administrators

When performance problems are ignored, they don't go away, they turn into bigger problems. Participants in this workshop will learn practical performance management methods that will result in higher morale, fewer discipline problems and increased productivity.

COURSE TOPICS

This course covers:

- ★ Lateness
- ★ Abuse of sick leave
- ★ Absenteeism
- ★ How to Help an Employee Change Unacceptable Behavior

****Mandatory Supervisory Development Program course***

COLLECTIVE BARGAINING**

COST: \$80.00

DURATION: 1 Day

TARGET AUDIENCE:

Supervisors, Managers and Administrators

Collective bargaining and union involvement is a new area for most supervisors, managers and administrators in State government. This course provides participants with an overview and update of the collective bargaining process as well as helpful guidelines in labor relations and working with employee unions.

****Elective Supervisory Development Program Course**

EEO FOR MANAGERS & SUPERVISORS*

COST: \$80.00

DURATION: 1 Day

TARGET AUDIENCE:

Supervisors, Managers and Administrators

This workshop teaches skills enabling managers to become more effective in resolving EEO concerns, managing key EEO issues and reducing the uncertainty in EEO issues and decision making.

TOPICS: This course covers:

- ★ Updates on ADA, FMLA and Workers' Compensation Regulations
- ★ Hiring Employees Without Violating the Applicant's Rights
- ★ Recognize And Eliminate Harassment And Sexual Harassment

***Mandatory Supervisory Development course**

THE PERSONNEL MANAGEMENT SYSTEM**

COST: \$175.00

DURATION: 2 Days

TARGET AUDIENCE:

This workshop is designed for personnel officers and staff.

This workshop provides current information regarding the Maryland State Personnel Management System focusing on current trends and up-to-date information.

COURSE TOPICS

This workshop provides current information regarding the Maryland State Personnel Management System, focusing on issues relating to:

- ✕ Recruitment
- ✕ Eligibility List Management
- ✕ Classification
- ✕ Compensation
- ✕ Employer-Employee Relations

****Elective Supervisory Development course**

VIOLENCE IN THE WORKPLACE: CREATING A SAFER WORK ENVIRONMENT*

COST: \$120.00

DURATION: 1 Day

TARGET AUDIENCE:
All Employees

TOPICS:

Breeding Grounds of Violence / Who's At Risk?

Recognizing the Early Warning Signs of Danger

- ★ Potentially Violent Person Profile
- ★ Defusing Situations at the Earliest Possible Level

Warning Signs, "Shotgun" & Triggering Events

Preparing for Violence: Policies/Procedures/Crisis Mgmt.

- ★ Defusing Anger & Potential Violence
- ★ Referring Escalated situations to the Appropriate Level
- ★ Preventing Situations from Escalating

Protecting Yourself and Others

- ★ Putting Fear in Perspective

Participants will learn specific, practical techniques to increase their workplace and personal safety.

***Mandatory Supervisory Development
Program course**

DIVERSITY: COMMUNICATING ACROSS CULTURES**

COST: \$120.00

DURATION: 1 Day

TARGET AUDIENCE:

All Employees

Present trends in immigration and birth rates are making the workforce more culturally diverse. Diversity is not simply about celebrating the fact that people are different. It is about learning how to leverage those differences—minimizing the tensions they can cause and maximizing the creative potential they enable.

Managers and supervisors can increase employee productivity, morale and job satisfaction by exploring patterns of cross-cultural communication, common causes of misunderstanding and an appreciation of cultural differences.

Upon completion, participants will be able to:

- ★ Develop a better understanding of individual differences within the workplace and how to use these differences to benefit the agency's mission
- ★ Learn effective skills to manage diversity that exists among groups

- ★ Review and reiterate the federal and State guidelines and policies
- ★ Learn to appreciate cultural differences
- ★ Learn the organizational benefits derived from appropriate acceptable behavior and the possible consequences from inappropriate and unacceptable behavior

COURSE TOPICS:

- ★ Understanding the Multi-Cultural Community
- ★ Cultural Diversity Self Inventory
- ★ Effective Skills for Managing Diversity
- ★ Federal and State guidelines regarding diversity
- ★ Benefits of a multi-cultural organization and workforce

****Elective Supervisory Development
Program course**

COACHING & COUNSELING TO IMPROVE PERFORMANCE*

COST: \$200.00

DURATION: 2 Days

TARGET AUDIENCE:

Managers, Supervisors and Administrators

This workshop explores new and powerful methods of developing and managing the creative potential inherent in people for solving organizational problems. Managers who have applied these techniques conscientiously and skillfully report immediate and significant improvements in employee productivity, teamwork, and motivation. This course uses films, case studies, paired participant exercises, role-play and small group discussions. Participants come away feeling considerably strengthened in their communications and interpersonal skills.

TOPICS:

Upon completion, participants will be able to:

- ↳ Develop more independent problem solving subordinates who take greater responsibility for their job performance.
- ↳ Use feedback techniques for coaching and counseling employees.
- ↳ Apply coaching and counseling skills for enhancing employee career planning, performance appraisal, and organizational problem solving
- ↳ Be an effective helping agent to co-workers and subordinates in solving personal and job related problems.
- ↳ Resolve a vast variety of employee performance problems.

***Mandatory Supervisory Development
Program course**

DELEGATING EFFECTIVELY

COST: \$120.00

DURATION: 1 Day

TARGET AUDIENCE:

Supervisors, Managers and Administrators

Do you often tell yourself you have too many projects and not enough time to effectively do them? Rapid change, flatter structures, and cross-functional duties mean that individuals today must assume greater responsibility for managing his or her work leading to a feeling of being overwhelmed. Unchecked, this feeling leads to stress and managerial ineffectiveness. Employees need to know how to handle competing priorities, shift gears smoothly, and coordinate and negotiate responsibilities, schedules, and resources with others. Participants will learn techniques to help them deal with interpersonal interactions, build strong work relationships, and increase overall productivity.

Upon course completion, participants should be able to:

- ★ Explain why managing priorities is important
- ★ Review personal priorities as basis for communicating clearly with others about what must be done to meet important goals
- ★ Handle interruptions and requests in ways that build or maintain good working relationships
- ★ How to decide which projects to delegate
- ★ How to select the best delegate
- ★ Tips for overseeing a delegated task

COURSE TOPICS:

- ★ The Importance of Delegation
- ★ Delegating vs. Empowering
- ★ Effective Techniques and Skills
- ★ The Do's and Don'ts of When To Delegate
- ★ The Do's and Don'ts of Who to Delegate To

LEADERSHIP SKILLS**

COST: \$200.00

DURATION: 2 Days

TARGET AUDIENCE:

**Supervisors, Managers, Administrators,
and Team Leaders**

All employees can and should develop their leadership qualities regardless of their current position and ultimate career choice. Participants will identify leadership styles and behaviors for effective leadership patterns. Participants will develop a plan to implement these skills in actual leadership and/or motivational situations on the job.

This workshop assesses management styles and evaluates key ingredients for strong effective leadership patterns. It analyzes attitudes to better understand employee motivation, performance, and job satisfaction. Participants will develop skills for negotiating their way out of employees' manipulation, as well as a plan for the use of these newly learned skills in actual on-the-job leadership and/or motivation problem.

COURSE TOPICS:

**Upon course completion, participants
will be able to:**

- ★ Understanding the Leadership Role
- ★ Leadership Assessment
- ★ Leadership Styles
- ★ Employee Motivation
- ★ Job Performance and Job Satisfaction
- ★ Techniques for Successful Decision Making
- ★ Coaching, Mentoring and Giving Feedback
- ★ Develop effective goal setting and planning skills

****Elective Supervisory Development
Program course**

MANAGING CONFERENCES & WORKSHOPS

COST: \$120.00

DURATION: 1 Day

TARGET AUDIENCE:

All employees

TOPICS:

- ★ Determining What's Needed
- ★ Who is the Target Audience
- ★ Developing an Agenda
- ★ Location, Location, Location

Creativity, flexibility, preparation, organization and a management process are all required in planning successful conferences and workshops. Participants will gain skills and techniques in conference management and coordination using "hands-on" classroom activities.

FILES MANAGEMENT: GETTING ORGANIZED

COST: \$120.00

DURATION: 1 Day

TARGET AUDIENCE:

This one-day workshop is designed for the office employee who must get files organized.

TOPICS:

- ★ Organization And Filing Basics
- ★ Maintaining Order And Control
- ★ Electronic Filing Made Easy
- ★ Special Ideas To Streamline Your Filing Time

"I can't find it!" "Where does it belong?" "Alphabetically or by subject?" "How?" "Where?" Unclutter your workspace, clear off your desk and create a filing system you can live with. During this workshop participants will learn basic filing skills needed for organizing and filing records and correspondences in an easy to retrieve system.

MARYLAND STATE BUDGET PROCESS**

COST: \$120.00

DURATION: 1 Day

TARGET AUDIENCE:

Recommended for employees newly involved in the State budget process.

A well-prepared budget can be a valuable tool for steering your projects. Participants will learn the State budgeting process from start to finish as well as what information is required to successfully develop a budget appropriation for a department's functional area.

TOPICS:

At the conclusion of this course participants should be able to:

****Elective Supervisory Development Program course**

- ↳ Key Elements Of The Budgeting Process
- ↳ Reading And Understanding Reports
- ↳ Budgeting Expenses
- ↳ Forecasting For New Initiatives

MARYLAND STATE LEGISLATIVE PROCESS**

COST: \$120.00

DURATION: 1 Day

TARGET AUDIENCE:

All employees

As State employees, we are directly affected by the actions of the Maryland legislature. This course reviews the Maryland General Assembly legislative process in developing the State budget, path of a bill into law, influencing the legislative process, testifying before legislative committees, dealing with legislators and understanding the jargon of the legislature.

TOPICS:

This course examines:

- ↳ the development of the State budget
- ↳ the path of a bill from the time it is an idea until it reaches the Governor's desk for signature
- ↳ where individuals and groups can influence the legislative process
- ↳ how to testify before legislative committees
- ↳ how to deal with legislators and their staff
- ↳ how to understand legislative jargon

****Elective Supervisory Development Program course**

MOTIVATION & TEAM BUILDING*

COST: \$120.00

DURATION: 1 Day

TARGET AUDIENCE:

This course is intended for managers, supervisors and leadworkers.

De-motivated staff means more days lost though sickness, poor customer service, low work output, poor team-spirit, low morale, dissatisfied staff.

Motivated staff means staff who are happy, who want to be there, work harder, are enthusiastic, committed, work well as a team and are friendly to colleagues and customers.

"What does it take to lead and inspire?" Participants will study the "unmotivated" worker and learn strategies for motivation within the constraints of existing culture, structure and policy. Motivational approaches are compared and contrasted to develop the qualities for success.

COURSE TOPICS:

This course is for you if you are involved in:

- ◆ Motivating others
- ◆ Motivating teams
- ◆ Selling
- ◆ Developing positive customer relationships
- ◆ Persuading and influencing others
- ◆ What this course will teach you:
- ◆ What motivation is
- ◆ What de-motivates people
- ◆ How to develop a Positive Mental Attitude
- ◆ How to motivate individuals
- ◆ How to motivate teams
- ◆ How to build a rapport with others

***Mandatory Supervisory Development Program course**



NEGOTIATING: THE SKILL OF REACHING AGREEMENT

COST: \$120.00

DURATION: 1 Day

TARGET AUDIENCE:

Managers, Supervisors, and Lead-workers

Negotiation is the art of meeting the other person half-way so you both get what you need and want. Successful negotiation consists of the knowledge of human nature, preparation and strategy—all combined to satisfy needs. In successful negotiations, everyone wins.

Participants begin with simple cases and work up to more complex ones, and learn how to apply techniques in relationships with colleagues, employees, bosses, customers, vendors and personal relationships. Uses the Negotiation Style Survey. Uses the "Win-Win" model.

TOPICS:

At the conclusion of this course participants should be able to determine:

How we typically negotiate and why it doesn't work

How to separate interests from positions

- ★ accomplish goals while preserving the relationships in the long term
- ★ identify your own and the others' interests, "hot buttons," needs, and goals in the project

How to expand the list of options

- ★ persist in getting favorable terms while using positive consensus tactics

How to define your expectation level and aspiration level (the iceberg model)

- ★ creatively develop options and alternatives

How to counter negative strategies that others may use on you

- ★ recognize and neutralize adversarial tactics used by others

What to do when you can't come to an agreement

- ★ reserve good working relationships and use professional tactics when negotiations break down

PRINCIPLES OF SUPERVISION*

COST: \$200.00

DURATION: 2 Days

TARGET AUDIENCE:

This is a course that is conducted for first-line supervisors.

As a manager, you don't accomplish something unless your people do. Your style and influence over people are as important to your position as your knowledge of your job. You're in charge – and it's not always easy. Now learn to delegate, discipline, deliver praise and criticism, get others to work effectively under pressure, and organize people, projects, and schedules on an ongoing basis.

This program also reveals valuable insights and ideas to help you attain a higher level of enjoyment and accomplishment while inspiring the same in those around you. Become an even more productive supervisor than you already are, one who builds rapport, motivation, and pride in employees. Identify your own strengths and weaknesses, and develop habits that support your goals as a supervisor.

TOPICS:

Among the topic areas to be covered are:

- ★ **The Special Role of the Supervisor**
 - Establish boundaries for supervisor/subordinate relationships.
 - How to exercise authority without antagonizing others
 - Ways to keep your people focused on top priorities
- ★ **Organizational Concepts**
- ★ **Communication**
 - What it means to be a good communicator
- ★ **The Employee Appraisal Process**
 - What is "PEP"?
- ★ **Leadership**
 - Make job assignments stick - and work.
 - Recognizing and tapping each employee's hidden strengths
- ★ **Supervising a Diverse Work Force**

***Mandatory Supervisory Development Program course**

PART I: “IDENTIFYING ESSENTIAL JOB FUNCTIONS AND DEVELOPING RELATED PERFORMANCE STANDARDS”*

COST: \$120.00

DURATION: 1 Day

TARGET AUDIENCE:

This course is targeted to managers and supervisors

This workshop will enable managers, supervisors and lead workers to learn to identify and describe essential job functions and develop performance standards that reflect satisfactory performance levels. Strategies for completing the TEMPLATE will be presented to allow participants to practice applying theory to the paper form.

***Mandatory Supervisory Development Program course**

COURSE TOPICS

At the end of the Session you will be able to:

- ✧ Describe how and why the PEP Program was developed
- ✧ Identify the major components of the PEP process
- ✧ Explain the Benefits and rewards of the PEP Process
- ✧ Define the Performance Management Process
- ✧ Identify and clearly describe essential Job function including percent of time performed and/or weight of importance and expected performance standards
- ✧ Document clear, concise and consistent essential job functions
- ✧ Develop performance standards that reflect satisfactory performance levels for essential job functions

PART II: “MANAGING AND APPRAISING PERFORMANCE”

COST: \$120.00

DURATION: 1 Day

TARGET AUDIENCE:

All employees evaluated as part of the PEP process

This workshop blends the skills needed to use the performance appraisal system and the communication tools recommended to help participants form a model for conducting a productive appraisal process. Participants will learn to distinguish between objective job-related behavior and subjective personality traits or attitudes as the performance form is completed.

COURSE TOPICS

At the end of the Session you will be able to:

- ✧ Give examples of how to participate in each part of the PEP process
- ✧ List methods to monitor and measure performance within the PEP Process
- ✧ Give examples of positive and corrective performance feedback
- ✧ Describe how to participate in the performance evaluation
- ✧ Explain how to prepare for a Performance Appraisal
- ✧ Identify the steps in conducting a performance appraisal
- ✧ Prepare a Development plan to enhance or improve performance

PROCUREMENT

The Department of Budget and Management (DBM) recognizes the need to provide public procurement training in the fundamentals of public procurement in order to improve the quality of services they deliver to State agencies and the citizens of Maryland. In response to this need, DBM offers the following training curricula:

Integrated Program Management Training

Offered in conjunction with DBM's Procurement Unit, the Integrated Project Management (IPM) training program consists of five classes ranging from one-half to five days of training. This training program enhances the knowledge and skills of State employees who are involved with procurement and project management issues. Courses include:

- ★ Overview
- ★ Planning
- ★ Procuring
- ★ Performing

Certified Professional Public Buyer (CPPB)

Offered in conjunction with the Board of Public Works, EDTI has arranged for this intensive one-week course conducted by the National Institute of Governmental Purchasing, Inc. State procurement personnel may pursue coursework leading to certification as Certified Professional Public Buyer (CPPB). As part of this initiative, a one-day certification review course has been scheduled for those employees wishing to pursue professional certification as a Certified Professional Public Buyer (CPPB).

Certified Public Purchasing Officer (CPPB)

Offered in conjunction with the Board of Public Works, EDTI has arranged for this intensive one-week course leading to management-level professional certification conducted by the National Institute of Governmental Purchasing, Inc. As part of this initiative, a one-day certification review course has been scheduled for those employees wishing to pursue professional certification as a Certified Public Purchasing Officer (CPPO).

Additional procurement courses are offered for staff whose primary function is not the procurement function.

OVERVIEW

COST: \$50.00

DURATION: 1 Day

ELIGIBILITY:

- ★ No prior procurement or contract/project management experience is required.
- ★ Anyone who wants or needs a general understanding of IPM, such as senior level management.
- ★ Anyone planning on taking one of the 3 core courses.

PLANNING

COST: \$200.00

DURATION: 4 Days

ELIGIBILITY:

- ☆ The course is procurement intensive and is a must for personnel actively engaged in procurement
- ☆ Highly recommended for contract/ project managers
- ☆ Will provide a better understanding of how well written specifications can result in meeting your

PREREQUISITE:

Overview Course

COURSE OUTLINE:

- ★ The value of proper planning to future performance
 - in conducting a procurement
 - in managing contract performance by a vendor
- ★ Who should be involved in an IPM team
- ★ Various facets of Risk
 - Risk Assessment as a prelude to a go/ no-go decision for a procurement/ contract
 - How risk causes avoidance & higher costs
- ★ The issues to consider when constructing specifications
 - Procurement perspective
 - Contract management perspective
- ★ Balancing the competing factors of time
 - Proper planning saves time

PROCURING

COST: \$150.00

DURATION: 3 Days

ELIGIBILITY:

- ★ A must for personnel actively engaged in procurement
- ★ Highly recommended for contract/ project managers who want a better understanding of how to enhance results by
- ★ Selecting the appropriate vendor
- ★ Using the procurement process to get the best results for the State

PREREQUISITE:

Planning Course

COURSE OUTLINE:

- ★ Conduct pre-bid/pre-proposal conferences
- ★ Prepare and distribute minutes of these conferences
- ★ Amend a solicitation after it has been issued
- ★ Handle vendor questions
- ★ Postpone a bid/proposal due date
- ★ Receive and open bids and proposals
- ★ Conduct discussions/negotiations with offerors
- ★ Handle tie bids
- ★ Request best and final offers
- ★ Debrief an unsuccessful offeror
- ★ Handle protests & appeals
- ★ Obtain control agency approvals
- ★ Obtain Board of Public Works approval including how to appear before the BPW
- ★ Maintain a procurement file
- ★ Deal with late bids
- ★ Determine non-responsiveness and vendor responsibility
- ★ Deal with mistakes in bids
- ★ Handle Public Information Act requests

PERFORMING

COST: \$150.00

DURATION: 3 Days

ELIGIBILITY:

- ★ A must for contract/ project managers
- ★ Recommended for Procurement personnel and others involved after a contract has been awarded

PREREQUISITE:

Planning Course

COURSE OUTLINE:

- ★ Modify contracts and exercise options
- ★ Issue change orders
- ★ Suspend contract performance (issue stop work order)
- ★ Handle contractor disputes/claims

- ★ Accept a vendor's product
- ★ Invoke liquidated damages
- ★ Involve the Surety (issuer of a bond)
- ★ Release a bond
- ★ Withhold payment
- ★ Terminate a contract for convenience
- ★ Terminate a contract for default
- ★ Accept contractor assignments (the sale, merger, etc. of a contractor)
- ★ Assure compliance with MBE goals
- ★ Refine a contract management plan
- ★ Refine a contract performance checklist
- ★ Deal with contractor performance problems
- ★ Evaluate contractor performance
- ★ Transition between contractors
- ★ Insure run out requirements are satisfied
- ★ Revise specifications to apply lessons learned for a subsequent procurement

CPPB COMBINED COURSE

COST: \$1,200.00

DURATION: 5 Days

ELIGIBILITY:

A minimum of four years of experience is required in purchasing, procurement, materials management, contract administration, or logistics of which at least two years must have been acquired in a public or governmental purchasing position; additional higher education credit is allowed against the experience requirement.

This intensive 5-day course teaches the fundamentals of public procurement and prepares participants for professional certification as Certified Professional Public Buyer (CPPB).

TOPICS:

- ★ Introduction to Public Purchasing
- ★ Introduction to Grants
- ★ Procurement Codes, Ordinances, and Regulations
- ★ Contracting for Equipment and Services

CPPO COMBINED COURSE

COST: \$1,200.00

DURATION: 5 Days

ELIGIBILITY:

A minimum of five years of experience for a high school graduate is required in purchasing, procurement, materials management, contract administration, or logistics management position, four of which must be from the public sector of the last four years in a management/supervisory governmental purchasing position.

This advanced 5-day course focuses on information and techniques that are essential to organizing and administering effective procurement programs. This course prepares participants for professional certification as Certified Public Purchasing Officer (CPPO).

TOPICS:

- ★ Introduction to Advanced Public Purchasing
- ★ Project Management
- ★ Fraud, Waste, and Abuse
- ★ Strategies for Complex Procurement

CPPB CERTIFICATION REVIEW COURSE

COST: \$150.00

DURATION: 1 Day

TARGET AUDIENCE:

Those desiring to take the CPPB exam.

This 1-day course reviews the CPPB Combined Course and prepares participants to take the examination for professional certification as Certified Professional Public Buyer (CPPB).

TOPICS:

Reviews topics covered in the CPPB combined course.

CPPO CERTIFICATION REVIEW COURSE

COST: \$150.00

DURATION: 1 Day

TARGET AUDIENCE:

Those desiring to take the CPPO exam.

This 1-day course reviews the CPPO Combined Course and prepares participants to take the examination for professional certification as Certified Public Purchasing Officer (CPPO).

TOPICS:

Reviews topics covered in the CPPO combined course.

PROCUREMENT: WRITING EFFECTIVE SPECIFICATIONS

COST: \$120.00

DURATION: 1 Day

TARGET AUDIENCE:

This course is designed for new buyers and/or employees who are responsible for specifying required products and services. Participants will take home skills and knowledge that can be applied immediately.

This course provides participants with practical procedures on how to develop clear, concise specifications that will ensure a quality level suitable for the intended use of the procured item. Through a mix of lecture and in-class activities, participants will learn by developing basic specifications.

TOPICS:

- ★ Basic Content of a Good Specification
- ★ Requirements/Importance of Specifications
- ★ Types of Specifications
- ★ Importance of Specifications

PURCHASING AND THE INTERNET: A BEGINNER'S GUIDE

COST: \$120.00

DURATION: 1 Day

TARGET AUDIENCE:

Recommended for Procurement Officers and employees having responsibility for requisitions or contracts management.

This one-day workshop provides participants with the knowledge and skills needed to manage day-to-day procurement tasks using the Internet. Whether you need to procure services or merchandise, obtain cost/price information, or secure background information about commodities, this hands-on workshop covers such topics as: "What is the Internet?" "What is a browser?" "What is a search engine?" "How do I purchase on the Internet?" "What are the pitfalls of purchasing through the Internet?" NO PRIOR INTERNET EXPERIENCE REQUIRED.

TOPICS:

- ★ What is the Internet
- ★ Your Computer and the Internet
- ★ Exploring the WEB (Getting Around)
- ★ Using the WEB as a Purchasing Tool
- ★ Issues, Questions, and Discussion



MARYLAND STATE PROCUREMENT: ESSENTIALS OF EFFECTIVE CONTRACTS MANAGEMENT

COST: \$120.00

DURATION: 1 Day

PREREQUISITE(S):

Procurement Overview or prior working experience in procurement.

TOPICS:

- ★ Ensuring vendor compliance
- ★ Contract monitoring
- ★ Policies and procedures

TARGET AUDIENCE:

How to make sure you get what you pay for! This course is designed for persons who are not professional procurement officers, but who nonetheless have responsibility for contract management. Participants are taught proper contract management procedures to ensure vendor compliance with the terms of the contract.



MARYLAND STATE PROCUREMENT: THE SKILL OF REACHING AGREEMENT/GET WHAT YOU NEED THROUGH SUCCESSFUL NEGOTIATION STRATEGY

COST: \$200.00

DURATION: 2 Days

This course is designed for employees who would like to develop and improve their communication skills in negotiations. Participants will learn how to create a win-win situation in the negotiation arena while developing new approaches to success.

TOPICS:

- ★ Principles of Negotiations
- ★ Strategy for Negotiations
- ★ Critical Elements in Every Negotiation
- ★ Characteristics of A Good Negotiator
- ★ Types of Negotiators
- ★ Basic Negotiation Strategy



Club Maryland, State Employees Wellness Program

301 West Preston Street—Room 507
Baltimore, Maryland 21201
www.opsb.state.md.us/clubmd

Libby Lewandowski, Wellness Director
Email: llewando@dbm.state.md.us
Phone: 410-767-4945

Bruce Schenkel, Wellness Coordinator
Email: bschenke@dbm.state.md.us
Phone: 410-767-4941

Jerry Hood, Office Secretary
Email: jhood@dbm.state.md.us
Phone: 410-767-4900

CLUB MARYLAND

STATE EMPLOYEES WELLNESS PROGRAM

PROGRAMS AND SERVICES OFFERED FREE BY CLUB MARYLAND

WEBSITE: www.opsb.state.md.us/clubmd

The website contains information about CLUB MARYLAND programs and services, CLUB MARYLAND News quarterly newsletter, monthly wellness bulletins, fitness center discounts, a featured website, interactive health activities, and links to recommended websites on a variety of topics.

HEALTH INFORMATION SEMINARS: (seminars are approximately 1 ½ to 2 hours in length)

Healthy Backs

If you can maintain a nice, natural S-curve in your back, keep your weight where it belongs, and keep your muscles strong and flexible, you have a good chance at avoiding back problems. The seminar focuses on maintaining a healthy back through practicing good posture, safe lifting, proper body mechanics, and healthy lifestyle habits.

Comfort at the Computer

The seminar is designed to help the participants learn how to adjust their workstation to suit their individual needs and comfort level. It covers topics such as definition of ergonomics, musculoskeletal disorders, vision, lighting, workstation design, and body movement.

Stress Management

Stress management programs are really two-fold: personal and organizational. This seminar looks at the personal side of stress management. The focus will be on:

- 1) Physiology of stress.
- 2) How stress is unique.
- 3) Changing your self talk.
- 4) Buffers against the effects of stress.
- 5) Eight areas to review when beginning a personal stress management program.

3 Ways To Improve Your Health

What are the three most important things we can do to improve our health? 1) *quitting smoking*, 2) *accumulate 30 minutes of physical activity on most days of the week*, and 3) *eat an average of five or more fruits and vegetables a day*.

The seminar offers facts, figures, tips, and techniques on how to improve your health.

CLUB MARYLAND: STATE EMPLOYEES WELLNESS PROGRAM

Smoking Cessation: Helping Smokers Get Ready to Quit

The American Cancer Society's *Fresh Start* is presented in a two-hour format. The program is designed to help smokers stop smoking by providing them with all the essential information and strategies needed to direct their own efforts to quitting smoking.

CLUB MARYLAND News

Quarterly 8-page health newsletter that is distributed to State employees through their department and agencies. It is available in an alternative format for visually impaired individuals and on the CLUB MARYLAND website (www.opsb.state.md.us/clubmd).

Understanding the Process of Behavior Change

Losing weight, stopping smoking, adding physical activity, and becoming more organized all require a change in behavior. This workshop introduces *Changes for Good*, a six stage program for overcoming unhealthy habits and moving positively forward.

Other health information seminar topics may be available by special request.

SELF HELP INFORMATION

Employees can request information on the following topics by calling 410-767-4900 or by visiting the CLUB MARYLAND website (www.opsb.state.md.us/clubmd):

- | | |
|---|---------------------|
| ★ Acid reflux | ★ Menopause |
| ★ Arthritis | ★ Men's health |
| ★ Asthma | ★ Mental health |
| ★ Back care | ★ Nasal allergies |
| ★ Blood pressure | ★ Nutrition |
| ★ Breast health | ★ Osteoporosis |
| ★ Cancer prevention | ★ Parenting |
| ★ Cholesterol | ★ Physical activity |
| ★ Colds and flu | ★ Prenatal care |
| ★ Complementary/alternative
medicine | ★ Self care |
| ★ Computer comfort | ★ Smoking cessation |
| ★ Diabetes | ★ Stress management |
| ★ Headache | ★ Ulcer |
| | ★ Weight management |

CLUB MARYLAND: STATE EMPLOYEES WELLNESS PROGRAM

SELF-DIRECTED LIFESTYLE CHANGE PROGRAMS

These are incentive programs that run in length from four weeks to three months. Employees register through CLUB MARYLAND and can participate as an individual or as part of a team. The programs focus on improving or maintaining one or more health behaviors. Employees who complete the program and return the required material to CLUB MARYLAND receive incentives such as t-shirts, insulated lunch bags, medical self care guides, towels, travel mugs, cooler bags, memo boards, tote bags, and fanny packs.

Health Screenings

- ★ **Body Composition**
Measures % body fat
- ★ **CO Meter**
Measures the concentration of carbon monoxide, CO, on the breath
- ★ **Micro Spirometer**
Measures lung function and capacity
- ★ **Grip Strength Dynamometer**
Measures muscular grip strength
- ★ **INSIGHT Health Risk Assessment/Screening program**
This is a special program that is offered regionally (Central, Eastern Shore, Southern, and Western) throughout the State. It includes:
 - 1) scheduled appointment, 2) finger-stick cholesterol (Total, HDL, Total/HDL ratio) – non fasting, 3) blood pressure, 4) weight, 5) hip and waist measurements, 6) completion of a 31-item lifestyle questionnaire, 7) 9-page confidential personal health report that can be shared with a physician

WORKSITE WELLNESS GRANTS

Each year CLUB MARYLAND awards Worksite Wellness Grants to reimburse agencies for health promotion activities that the agency conducts for employees. Agencies that have a designated wellness coordinator and have sponsored at least two wellness activities per year are eligible to apply. The Agency Wellness Coordinator submits a proposal to the worksite wellness grant committee that includes volunteer health promotion specialists from the private and public sector as well as Department of Budget and Management staff.

CLUB MARYLAND: STATE EMPLOYEES WELLNESS PROGRAM

WORKSITE WELLNESS GRANTS (CONTINUED)

Awards range from \$100 to \$1,500 and have been used by agencies for activities such as health screenings, health information seminars/workshops, exercise equipment, weight management programs, fitness, t'ai chi, yoga, and CPR classes, smoking cessation programs, seated massage, flu shots, and educational materials.

HEALTH AND FITNESS CENTERS DISCOUNTS

CLUB MARYLAND has arranged discounts for State employees at health and fitness centers throughout Maryland. Employees also have the option of becoming a member of a network of fitness centers through the National Fitness Network. If there is a fitness center near your agency that is not on the list, but would be a good addition to the discounts please contact CLUB MARYLAND. The wellness program will contact the center regarding a discount offer. Many times a local health and fitness center is more receptive to offering discounts when contacted by employees who live and work in the geographical area where it is located. The listing is available on the CLUB MARYLAND website (www.opsb.state.md.us/clubmd) or by calling 410-767-4900.

THE DISNEY CLUB

Employees can join the CLUB MARYLAND chapter and enjoy discounts at Disney theme parks in the U.S., seasonal savings on selected Disney resort accommodations, discounts on Disney merchandise, extra savings throughout the year, up to 50% savings on hotels, restaurants, and more, access to unique merchandise, and inside information. Visit the CLUB MARYLAND website (www.opsb.state.md.us/clubmd) or call 410-767-4900 for more information.

CARDIOPULMINARY RESUSCITATION (CPR) TRAINING

COST: \$65.00

DURATION: 1/2 Day

Session A: 9:00 a.m.-12:00 p.m.

Session B: 1:00 p.m. –4:00 p.m.

TARGET AUDIENCE:

Intended for the lay audience.

CPR courses are certified by the American Heart Association.

When breathing stops, seconds can make the difference between life and death. This workshop is designed to instruct first-on-the-scene co workers in emergency action principles, rescue breathing, choking procedures and one-rescuer CPR for the adult victim. Participants will learn to take a proactive approach to providing aid and assistance until qualified medical attention arrives.

Course content includes:

- ★ Adult Cardiopulmonary Resuscitation (CPR)
- ★ First aid for choking
- ★ Emergency stress management
- ★ Standard precautions

FIRST AID

COST: \$120.00

DURATION: 1 Day

TARGET AUDIENCE:

Intended for the lay audience.

First Aid courses are certified through the National Safety Council.

Only a prompt, trained first aid response can keep most injuries and medical situations from growing worse. This course teaches emergency action principles, rescue breathing, and CPR for the adult victim. This course also teaches emergency care for bleeding, burns, bandaging, secondary survey and other risk situations. Participants will learn how to give effective first aid to victims of accident and injury.

Course content includes:

- ★ Adult Cardiopulmonary Resuscitation (CPR)
- ★ Emergency care situations
- ★ Standard precautions

LIGHTEN UP: Using Humor for Stress Management

COST: \$120.00

DURATION: 1 Day

TARGET AUDIENCE:

All employees

It is rather the realization of the value of laughter to physical and mental health; it's about being OK to laugh and allow laughter at the natural humor that occurs daily around us in our business; it's about reduced tension and stress, increased efficiency, attendance, and retention; and it's about the dangers of *inappropriate* humor, such as sexist or racist humor.

Upon completion, participants should be able to:

- ★ Identify how humor can change his/her perspective of self and job
- ★ Use humor to reduce stress, improve communication, and control anger
- ★ Understand the difference between appropriate and inappropriate humor

A sense of humor is one of the most beneficial stress-reducers and health-inducers known to mankind. In groups and individually, we will approach stress management through interactions, visualizations, simulations and reframing of our thinking. Everyone will learn techniques that can be used with others - employees, employers, clients, mates, kids and friends. In a unique blend of comedy and content, we must remind ourselves that in recognizing life's zaniness, we encourage flexibility and adaptability. It's our ability to adapt that keeps us sane and healthy.

COURSE TOPICS:

- ☺ What is humor in the workplace?
- ☺ Determining your humor quotient
- ☺ Humor and resistance to change
- ☺ Using humor to control anger
- ☺ The dangers of inappropriate humor

Humor in the workplace is:

- ☺ not joke telling
- ☺ not inefficient use of time
- ☺ not disregard for respect or authority
- ☺ not disregard for the seriousness of the business you're in



CENTER FOR CONTINUOUS QUALITY
IMPROVEMENT

301 West Preston Street
Baltimore, Maryland 21201
Fax: 410-333-7456

Barbara Webb
Director
Email: bjwebb@dbm.state.md.us
Phone: 410-767-4005

Tecia Mathis
Statewide Conference Coordinator
Email: tmathis@dbm.state.md.us
Phone: 410-767-4687

CENTER FOR CONTINUOUS QUALITY IMPROVEMENT

In 1991, Maryland State Government adopted a strategic integrated management system for achieving internal and external customer satisfaction named Total Quality Management (TQM). In 1995, this name was changed to Continuous Quality Improvement (CQI), but the basic philosophies and practices remained unchanged; they are still valid and continue to be used successfully. In 1997, the Governor introduced Maryland Managing for Results (MFR), a strategic planning initiative and the Maryland Performance Planning and Evaluation Process (PEP), the state's employee evaluation system. All these management tools work in concert with each other to assist organizations in achieving performance excellence. When integrated, these three management tools constitute a vehicle by which quality concepts permeate both performance and performance outcomes through the appropriate allocation of resources. As such, this complementary process will result in a heightened level of accountability to the citizens of Maryland, its customers, stakeholders, and policy makers.

The Center for CQI can assist in the development and implementation of these management improvement strategies. Listed below are just a few examples of some of the training workshops that can be delivered by special request:

- ★ Implementing CQI: Developing a quality management strategy
- ★ Roles of the Executives, Managers, and Supervisors in implementing a CQI process
- ★ Performing an Organizational Assessment and Receiving Improvement Feedback
- ★ How to Conduct Customer Surveys, Internal and External Benchmarking Strategies
- ★ Facilitator Training
- ★ Quality Coordinator's Role in CQI, MFR & PEP Implementation
- ★ Team Training: Problem Solving and Decision-Making Models
- ★ Managing for Results (MFR) Implementation
- ★ How to Develop an Agency's Vision, Mission and Guiding Principles
- ★ How to Establish Agency and Program Goals, Objectives and Strategies
- ★ How To Establish Performance Measurements, Track And Monitor Them

CENTER FOR CONTINUOUS QUALITY IMPROVEMENT

THE GOVERNOR'S ANNUAL AWARDS AND EMPLOYEE RECOGNITION TRAINING CONFERENCE

The Department of Budget and Management sponsors the Annual Governor's Awards and Employee Recognition Training Conference. It is established by the Governor to honor and recognize State employees and agencies that have made exceptional contributions through cooperative accomplishments in the best interest of improving State government and services to its citizens. Each year, State agencies, individual employees and teams of employees are selected to receive a Governor's Award based on their achievements in continuous quality improvement that exceeds ordinary job expectations, assisting their agency or department in attaining its goals and fulfilling its mission to the State.

The conference provides training on topics of critical interest to State employees and features nationally acclaimed keynote speakers, individual and team recognition ceremony, Governor's Performance Excellence Recognition Luncheon, executive workshop and a health fair. It is an excellent venue for State agencies to showcase their accomplishments.

There are two categories in which departments, agencies and individuals can apply to be nominated for a Governor's Award.

CENTER FOR CONTINUOUS QUALITY IMPROVEMENT

GOVERNORS PERFORMANCE EXCELLENCE AWARD

The Governor's Performance Excellence Awards Program Examiners evaluate applications and a level of performance is determined. The following are the four levels of recognition.

Level 1 - Performance Excellence: This level recognizes organizations that demonstrate through their practices and achievements, the highest level of performance excellence. These organizations serve as outstanding examples of quality in State government, exhibiting processes that serve as benchmarks for others. Organizations recognized at this highest level have demonstrated management excellence with significant results clearly evident. They continue to improve and build upon outstanding results and excellent systems.

Level 2 - Quality Results: This level recognizes organizations that demonstrate, through their commitment and practice of performance excellence principles, significant progress in building sound and notable processes. Their practices and results are clearly linked to robust management systems. These organizations are in the *advanced stages* and have many best practices from which others can learn. Organizations recognized at this advance level clearly demonstrate results directly attributable to a systematic, broadly deployed approach.

Level 3 - Quality Achievement: This level recognizes organizations that demonstrate a commitment to the use of performance excellence principles. These organizations are in the *maturing stages* and have documented a logical approach to system-level performance improvement strategies and are implementing plans and procedures to achieve performance excellence.

Level 4 - Quality Commitment: This level recognizes organizations that have adopted and are applying performance excellence principles. These organizations are in the *early stages* of their performance improvement journey and recognize the value of an outside progress assessment by a team of Examiners' to help their efforts.

CENTER FOR CONTINUOUS QUALITY IMPROVEMENT

EXCEPTIONAL EMPLOYEE ACHIEVEMENT AWARD

This award recognizes individual employees and teams of employees who have provided exceptional services to the citizens of Maryland or made significant contributions to the efficiency or economy of State government.

INDIVIDUAL EMPLOYEE RECOGNITION: Applications are submitted by co-workers and a panel of judges review the entries and select at least one award in the following categories - *Administrator, Office and Clerical, Professional, Paraprofessional, Public Safety and Security, Service/Maintenance, Skilled Craft, and Technicians.*

The criteria for this employee recognition includes:

- « Career-oriented achievement clearly beyond ordinary job expectations that assists the agency/department in attaining its goals and fulfilling its mission to the State.
- « Performance of specific duties that demonstrates superior work and commitment to improved services to customers.
- « Unrivalled personal efforts in overcoming unusual difficulties or obstacles in the completion of a major project or task resulting in substantial benefits to the State.
- « Making exceptional contributions through cooperative accomplishments in the best interest of improving State government and services to its citizens.

TEAM AWARDS: Applications are submitted in three areas –

Problem Solving: There is a definite cause and effect relationship and one or more root causes with solutions.

Improvement: An existing product, service, process, or system within an organization is improved. There may not be a root cause.

Information Technology Innovation: A developed or installed product, service, process, or system that is new to the organization.

Application forms for the Governors Performance Excellence Award and the Exceptional Employee Achievement Award are available at the Center for Continuous Quality Improvement, and can also be downloaded from our website at www.opsb.state.md.us/ccqi. For additional information, contact the Center for Continuous Quality Improvement at 410-767-4687, fax at 410-333-7456.



ARMCHAIR ASSESSMENT FOR THE GOVERNOR'S PERFORMANCE EXCELLENCE ASSESSMENT PROGRAM CRITERIA

COST: \$275.00

strengths and opportunities for improvements for each of the 18 Items.

DURATION: 3 Days

AUDIENCE:
Organizational Senior Leaders

★ *Develop a baseline assessment of the organization for senior leaders.*

This is a workshop for organizational leadership to evaluate their organization against the Governor's Performance Excellence Assessment Program Criteria (Malcolm Baldrige Criteria). This evaluation is a less comprehensive and time-consuming approach but useful for organizations that are new to the Governors Performance Excellence Assessment Program. The major objectives of the workshop are:

★ *Provide organizational senior leaders a two-day workshop to learn about the concepts of the Governor's Performance Excellence Assessment Program Criteria (Baldrige Criteria) and understand how an organizational assessment is accomplished.*

★ *Facilitate a one-day meeting where the senior leaders begin to assess their own organization based on the 18 Items in the criteria. Senior leaders will develop organizational*

TOPICS:

★ Introduction to the Governor's Performance Excellence Assessment Program Criteria (Malcolm Baldrige Criteria)

★ Learn how an organizational assessment is accomplished.

★ Baseline assessment



ORGANIZATIONAL AND PERFORMANCE BENCHMARKING

COST: \$120.00

DURATION: 1 Day

AUDIENCE:

Managers, supervisors, and administrators or anyone who is considering a benchmarking project.

Benchmarking enables true process re-engineering through the study of outside best practices. An organization can identify and import new technology, new skills, new structures, new training and new capabilities. It has been called a power tool of quality because it can generate significant improvements in key processes. Benchmarking itself is a process. You do not use it to prove you are best at something, but to learn how to become better or to become the best. Not every benchmarking project or initiative will produce major changes and system breakthroughs, rather it provides a potent source for incremental change and improvement. It can be said that benchmarking exchanges often result in "golden nuggets" that are weighed in ounces rather than pounds.

TOPICS:

- ★ What is benchmarking?
- ★ What to benchmark?
- ★ How to prepare for a benchmarking study?
- ★ Establishing a benchmarking team.
- ★ Creating a benchmarking project plan.
- ★ Identifying organizations/partners to use as benchmarks.
- ★ Preparing a benchmarking partner criteria matrix.
- ★ How to gather benchmarking information?
- ★ What to do with the information collected?
- ★ Implementing changes that result from benchmarking.

CONTINUOUS QUALITY IMPROVEMENT PROCESS*

COST: \$120.00

DURATION: 1 Day

TARGET AUDIENCE:
All employees

Participants in this course will be introduced to methods which can lead to dramatic improvements in quality and productivity in services. The historical perspective of total quality, its planning process and its principles with their underlying values are also presented.

***Mandatory Supervisory Development Program course**

TOPICS:

Topics covered in this course include:

CONFORMANCE TO CUSTOMER REQUIREMENTS

- ★ Customer Satisfaction
- ★ The Job Process Relates to Customers and Suppliers
- ★ All Work is a Process

INTERACTIVE SKILLS

- ★ The Team and the Individual
- ★ Team Effectiveness
- ★ Individual Responsibilities
- ★ Guidelines for Meetings

MEASUREMENT AND COST OF QUALITY

- ★ Why is Measurement Important?
- ★ Three Steps to Measuring Nonconformance
- ★ Calculating the Cost of Quality

PROBLEM SOLVING PROCESS

Temporary Solution (the patch)
Eliminating Nonconformance Through Problem Solving

- ★ Step 1: Identifying and Selecting a Problem
- ★ Step 2: Analyzing the Problem
- ★ Step 3: Generating Potential Solutions
- ★ Step 4: Selecting and Planning the Solution
- ★ Step 5: Implementing the Solution



DEVELOPING ORGANIZATIONAL VISION, MISSION, AND GUIDING PRINCIPLES

COST: \$120.00

DURATION: 1 Day

AUDIENCE:

Employees that are working in organizational planning and resource allocation.

This one-day workshop will enable managers, supervisors and other support staff to learn how to develop organizational vision, mission and guiding principles and how vision, mission, and guiding principles form the foundation of a strategic plan.

TOPICS:

- ★ Define Mission, Vision, and Guiding Principles
- ★ Establish the interrelationship between Vision, Mission and Guiding Principles
- ★ Why Mission, Vision and Guiding Principles form the basis for Strategic Planning
- ★ Components of Vision, Mission and Guiding Principles
- ★ Information needed to develop Vision, Mission and Guiding Principles
- ★ Practical exercises for developing Vision, Mission and Guiding Principles.



FACILITATOR TRAINING

COST: \$275.00

DURATION: 3 Days

AUDIENCE:

All trainers, facilitators or any individual who need to lead a team or group through change

This course is designed to help participants become skilled and effective facilitators. By the end of the course, participants should feel comfortable facilitating meetings.

TOPICS:

- ★ What is a Facilitator
- ★ Characteristics of an Effective Facilitator
- ★ Team Dynamics
- ★ Stages of Team Growth
- ★ Ingredients for a Successful Team
- ★ Guidelines for Productive Meetings
- ★ Planning the Meeting
- ★ Effective Communication Skills
- ★ Effective Discussion Skills
- ★ Guidelines for Constructive Feedback
- ★ Guidelines for Reacting to Group Problems
- ★ Ten Common Group Problems



IMPLEMENTING A CUSTOMER SATISFACTION MEASUREMENT PROGRAM

COST: \$120.00

DURATION: 1 Day

AUDIENCE:

This workshop is for individuals and organizations that are interested in measuring the results of their customer satisfaction effort as a means of continually improving their product or service delivery process.

This workshop is intended to help organizations understand the steps needed to put in place a customer satisfaction measurement program that not only meets the requirements of the new standard, but is effective in determining the level of satisfaction customer's have in their product or service.

Managing for Results places a great deal of emphasis on understanding customer requirements and monitoring their satisfaction with an organization's product or service. This training course looks at a seven-step process for establishing and implementing a customer satisfaction measurement program.

These proven steps will allow participants to systematically put a program in place that will answer the customer satisfaction question and result in improvements to

their organizations. This training course will be guided by the results of a recent pilot customer satisfaction measurement program.

TOPICS:

Steps to implementing a Customer Satisfaction Measurement Program

- ★ Defining Program Objectives
- ★ Identifying Customers
- ★ Identifying Quality Attributes (value-added to customer)
- ★ Developing a Survey Instrument
- ★ Collecting Data
- ★ Analyzing Data
- ★ Acting on Results



GETTING FROM WHY-WHY TO HOW-HOW

COST: \$65.00

DURATION: 1/2 Day

AUDIENCE: All employees

Learn how you can get from problem identification to solution implementation by combining two simple problem-solving techniques. The Why-Why diagram is used as a systematic way to identify the cause of a problem. The How-How diagram is used to identify the steps necessary to implement the solution. The student will understand the concept of the Why-Why and How-How diagrams and apply them to real world problems .

TOPICS:

- ★ Define problem
- ★ Identify cause using Why-Why Diagram
- ★ Using How-How Diagram to Identify Solution Steps
- ★ Practical exercise



DEVELOPING A STRATEGIC PLAN THAT WORKS

COST: \$120.00

DURATION: 1 Day

AUDIENCE:
Employees that are working in organizational planning and resource allocation.

Strategic Planning is a process that focuses on developing an organizational vision that articulates the desired future state that the organization seeks to achieve. From that vision – goals, objectives and measures of performance are developed to assist the organization in achieving their desired results.

TOPICS:

- ★ Methodology and techniques to develop a strategic plan
- ★ Method for ensuring implementation is actively monitored
- ★ Processes to update the strategic plan as the environment changes



INTERNAL AUDITING

COST: \$200.00

DURATION: 2 Days

AUDIENCE:

In addition to current and potential quality management system auditors, this program will benefit project managers, team members, quality assurance Managers, supervisors, managers and anyone interested in understanding the benefits and methods of auditing

TOPICS:

- ★ Students will become familiar with the four-phases of an audit:
 - Audit Preparation
 - Audit Performance
 - Audit Reporting
 - Audit Follow-Up
- ★ The mechanics of an individual audit and auditing techniques will be presented and are reinforced using case studies and practical exercises.
- ★ Students will work in teams to actually develop audit checklists, perform a practice audit, and report on results.
- ★ An optional exam will be available at the end of the course.

Internal audits are the primary method that management can use to determine if their organization is performing effectively while providing products and services to its customers. The objective of this course is to provide students with sufficient understanding to establish an internal audit program and the knowledge and skills needed to carry out successful quality management system audits.



MANAGER'S ROLE WITH CONTINUOUS QUALITY IMPROVEMENT TEAMS

COST: \$120.00

DURATION: 1 Day

AUDIENCE:

Managers, supervisors, and administrators

Understand the manager's role in supporting CQI teams. This workshop examines what managers should do to enable, motivate, and lead their CQI teams to success. Participants will learn the techniques needed to match their leadership style to their teams and when intervention may be necessary.

TOPICS:

- ★ Understand the importance of using teams in Continuous Quality Improvement.
- ★ Examine the changing paradigms and how they relate to managing teams.
- ★ Discuss the importance of trust and open communication to teams.
- ★ Determine when to use a team for decision-making and problem solving.
- ★ Learn specific skills in starting teams: selection, goals, coaching.
- ★ Explore manager's interventions to keep a team on track.
- ★ Discuss effective ways of providing team recognition.
- ★ Determine specific next step action plans.



MANAGING FOR RESULTS (MFR) - IMPLEMENTATION

COST: \$120.00

DURATION: 1 Day

AUDIENCE:

Managers, supervisors, and administrators

Business Plans or Strategic Plans must be translated into work. Plans that are capable of producing results have key people committed to work on specific tasks. The test of a plan is whether leadership commits resources to actions that produce results.

TOPICS:

Session 1- Business Plan/Strategic Plan

- ★ Deploy to entire organization
- ★ Market Plan to primary customers, stakeholders and partners

Session 2 - Authority and Resources

- ★ Key senior people in the organization must be accountable for ensuring that Goals, Strategies, Action Plans are accomplished and have appropriate performance measures.
- ★ Dollars and people must be allocated to accomplish the Plan

Session 3 - Review

- ★ Periodic reviews to check progress
- ★ Make adjustments
- ★ Verify results



QUALITY FUNCTION DEPLOYMENT: A PRACTICAL APPROACH TO IMPLEMENTING CQI

COST: \$200.00

DURATION: 2 Days

AUDIENCE:

Quality and reliability professionals at all levels and all industries. Also any company executives involved in strategic, product or quality planning.

Successful enterprises know what their clients need and deliver the solution flawlessly at the lowest possible cost. QFD is the tool for providing “Just Enough Quality – Just in Time”. This program will demonstrate the four-phased approach with an example throughout to facilitate understanding and prove a “how to” guide for future reference when implementing programs in house. Numerous quality and reliability tools, techniques, and methods will be introduced and shown how they are integrated into the QFD process.

TOPICS:

The course is built around a series of hands-on exercises and a practical real-world example that will be used to illustrate:

- ★ Role of KANO modeling
- ★ How to define achievable, Customer-oriented, Value-driven requirements
- ★ Implementing the four phases
- ★ Applying quantitative and qualitative methods and tools
- ★ Applying reliability & maintainability tools and methods [FMECA, FTA, allocations, etc.]
- ★ Statistical methods and “Seven Quality Control” tools

PLANNING AND ORGANIZATIONAL SKILLS*

COST: \$200.00

DURATION: 2 Days

TARGET AUDIENCE:

This course is targeted to managers and supervisors.

The manager of today has a vision for tomorrow: a vision that is clear, achievable, motivating, and exciting. This seminar will enable managers to understand techniques needed to set effective, realistic organizational and personal goals. Participants will develop these goals into short and long-range plans and learn strategies to implement these plans.

OBJECTIVE:

This seminar will enable managers to understand:

- The interdependencies among planning, organizing, and evaluating
- Explore techniques such as establishing objectives and priorities
- Planning work
- Establishing standards for the quality of work
- Maintaining current information on accomplishment of work
- Recognizing the need to change objectives and priorities
- Making corrective adjustments
- **Changing objectives and priorities**

Upon course completion, participants will be able to:

- Define elements of the planning, organizing and evaluating cycles
- Establish techniques to evaluate the effectiveness of these cycles
- Recognize the role of employees as contributors and executors of the planning process
- Describe the value of organizing work tasks to accomplish organizational goals and objectives

COURSE TOPICS:

- Formulating a vision
- Establishing a mission
- The Value Zone
- The Organizational Culture
- Monitoring, Review, and Accountability

***Mandatory Supervisory Development Program course**



PROCESS MANAGEMENT

COST: \$120.00

DURATION: 1 Day

AUDIENCE: All employees

Process Management is also a key driver for making improvements in a majority of the other categories of the Governor's Performance Excellence Criteria (Malcolm Baldrige Criteria) and improving results under Managing Maryland for Results.

TOPICS:

This one-day workshop focuses on the concept and methodology of Process Management. Process Management is the central enabler used to improve in the area of Management of Process Quality. The three major objectives of Process Management are:

- ★ *Making processes efficient - producing the desired results (e.g. customers)*
- ★ *Making processes effective - minimizing the amount of resources used*
- ★ *Making processes adaptable*

- ★ Documenting Processes using flowcharting technique.
- ★ Identifying Core and Supporting Business Processes.
- ★ Optimizing processes through the elimination of non-value added tasks.



LEARNING TO WORK TOGETHER

COST: \$65.00

DURATION: 1/2 Day

AUDIENCE: All employees

TOPICS:

This ½ -day orientation is designed for participants who are involved in facilitated meetings. The orientation introduces participants to their role and responsibilities in assuring the meeting's success. At the end of the orientation, participants will have a better understanding of how they can be more effective in facilitated meetings.

- ★ The Meeting Cycle
- ★ General Rules
- ★ Stages of Team Growth
- ★ Ingredients for a Successful Team



STANDARDS

COST: \$120.00

DURATION: 1 Day

AUDIENCE:

Managers, supervisors, administrators and technologists

Standards are documented agreements containing technical specifications or other precise criteria to be used consistently as rules, guidelines, or definitions of characteristics, to ensure that materials, products, processes and services are fit for their purpose (International Organization for Standardization, ISO). The three most common standards are: product standards, regulatory control standards, and process standards. Standards establish accepted test methods and procedures, characterize materials, define processes and systems and specify product characteristics. Standards also help to reduce cost and improve quality, reduce trade barriers, promote efficient markets, create new markets, and create industrial infrastructure. When standards are developed with a balanced perspective of the users, producers and suppliers, the standards will convey consistent and understandable information about a product to the buyer, which promotes technology transfer between the supplier community and user community.

TOPICS:

At the conclusion of this course, participants should be able to answer the following questions:

- ★ What are standards?
- ★ How is a standard developed?
- ★ How are they used?
- ★ What is U. S. standardization process?
- ★ Compare U.S. standards process to other countries. Who are the key players?
- ★ What is the value of using standards?
- ★ Can you identify the adopted standards within your organization?
- ★ Is your organization using the latest version of a standard, if not, what are the consequences?
- ★ How do standards support conformity assessment?

SUBMITTING A SUCCESSFUL APPLICATION FOR THE GOVERNOR'S PERFORMANCE EXCELLENCE PROGRAM

COST: \$120.00

DURATION: 1 Day

AUDIENCE:

- ★ Senior leadership of an agency
- ★ Individuals involved in the preparation and submission of applications for the Governor's Performance Excellence Assessment Program
- ★ Supervisors, managers, and agency heads responsible for reviewing applications and developing MFR information
- ★ CQI, MFR and PEP coordinators

TOPICS:

- ★ Understand the objective of the Governor's Performance Excellence Assessment Program
- ★ Understand the Program Criteria including the importance of the Agency Overview
- ★ Linking the Managing Maryland for Results model to the Program Criteria
- ★ Map agency activities to Criteria requirements
- ★ Understand the scoring guidelines
- ★ Review past applications
- ★ Examine some techniques for effectively completing an Application
- ★ Practice completing an Application

This one-day seminar takes a comprehensive look at the application process for the Governor's Performance Excellence Program. Attendees will examine the objective of the Program, understand the Program criteria, and discover how the information gained in the assessment can be used to support strategic planning and performance. Seminar participants will also review the scoring criteria, and discuss techniques for effectively completing an Award application.

TECHNICAL WRITING

COST: \$120.00

DURATION: 1 Day

AUDIENCE:

Those who are responsible for developing and maintaining Standard Operating Procedures (SOP).

The workshop will cover why writing effective Standard Operating Procedure (SOP) is more important today than ever before. A basic SOP writing cycle will be presented for managing an SOP development or upgrade effort.

Techniques for interviewing and the use of mind mapping and flow-charting, as means of drafting SOPs will be discussed.

TOPICS:

- ★ LESSON 1 - SOP Basics
- ★ LESSON 2 - Basic Writing Cycle
- ★ LESSON 3 - Drafting Techniques
- ★ LESSON 4 – Writing Action Steps
- ★ LESSON 5 - Practical Exercise



SEVEN TOOLS FOR PROBLEM SOLVING

COST: \$120.00

DURATION: 1 Day

AUDIENCE: All employees

Whether at home or at work, understanding how to select and use problem-solving tools can be invaluable. This course explores the seven basic tools of problem identification and analysis. The concept behind the seven basic tools came from Kaoru Ishikawa, a renowned quality expert from Japan. The key to successful problem resolution is the ability to identify the problem, use the appropriate tools based on the nature of the problem, and communicate the solution quickly to others.

TOPICS:

The tools examined include:

- ★ Check Sheets
- ★ Histograms
- ★ Pareto Diagrams
- ★ Flow Charts
- ★ Scatter Diagrams
- ★ Cause & Effect Diagrams (Fishbone)
- ★ Run Charts (Introduction to Control Charts)

REGISTRATION FORM

Note: Register one person per course, per form . This form may be duplicated as needed.

APPLICANT INFORMATION (Please print or type all information.)

NAME: LAST FIRST M.I.

DEPARTMENT/DIVISION WORK TELEPHONE

WORK ADDRESS CITY / STATE /ZIP

FAX NUMBER CLASSIFICATION GRADE (MUST BE COMPLETED)

SUPERVISOR'S APPROVAL:

PRINT NAME PHONE NUMBER

SIGNATURE FAX NUMBER

COURSE INFORMATION:

COURSE TITLE

COST

DATE OF COURSE

LOCATION

☐ Check here if CERTIFIED SUPERVISORY DEVELOPMENT COURSE

METHOD OF PAYMENT (Check One)

☐ Transfer of Agency Funds* ☐ Agency Check * ☐ Payment by Applicant
(* A n I n v o i c e w i l l b e m a i l e d) (Please send payment with registration)

☐ Clerical Workers Career Advancement Training Program Registrant

*WHO IS AUTHORIZED TO OBLIGATE FUNDS? (Must be Completed)

Print Name: Signature:

Phone Number: Agency:

Mailing Address:

SEND COURSE CONFIRMATION/CANCELLATION TO:

☐ Same as above.

NAME:

AGENCY:

ADDRESS:

WORK TELEPHONE: FAX NUMBER

Cancellation Policy

Substitutions are permitted at any time to avoid losing registration fees. If you cancel your registration more than one week prior to the course, the course cost will be refunded less a \$10 cancellation fee. If you cancel less than one week prior to the course, you will be responsible for the course cost and will re-

GENERAL INFORMATION:

ADVANCED REGISTRATION IS REQUIRED.

If special arrangements are needed to accommodate a disability, please contact EDTI at least four weeks prior to the first day of the course.

FAX TO:
410-333-5764

PHONE NUMBER:
410-767-4278

TTY for Baltimore Area:
1-800-732-2258

MAIL TO EDTI ADDRESS:
Department of Budget and Management
Employee Development and Training Institute
300 West Preston Street, Suite 204
Baltimore, Maryland 21201

**Department of Budget and Management
Office of Personnel Services and Benefits
Employee Development and Training Institute
Employee Development Center
Information Technology Training Unit
300 West Preston Street, Suite 204
410-767-4278**

DIRECTIONS TO OUR TRAINING FACILITY

FROM I-95 Take I-395 to Martin Luther King, Jr. (MLK) Boulevard exit. Follow MLK Boulevard to Eutaw Street. Make a left turn onto Eutaw. Make a right turn onto Preston Street. You have arrived at the State Office Center Complex. The Employee Development Center, 300 West Preston Street is located on the left-hand side of the street.

FROM 295 Take Martin Luther King, Jr. (MLK) Boulevard. Follow MLK Boulevard to Eutaw Street. Make a left turn onto Eutaw. Make a right turn onto Preston Street. You have arrived at the State Office Center Complex. The Employee Development Center, 300 West Preston Street is located on the left-hand side of the street.

FROM I-83 Take the Saint Paul Street exit. Go to the First light and make a right onto Preston Street. Pass in front of the Meyerhoff Center. Cross over the light rail tracks and turn left on Howard Street. Make a right turn on Preston Street. You have arrived at the State Office Center Complex. The Employee Development Center, 300 West Preston Street is on the right side of the street.

FROM 97 Take 695 West (Towson) exit to 295 exit (Baltimore Washington Parkway / Baltimore). Continue until you reach the 395 exit, Martin Luther King, Jr. Boulevard (MLK). Follow MLK Boulevard to Eutaw Street. Make a left turn onto Eutaw. Make a right turn onto Preston Street. You have arrived at the State Office Center Complex. The Employee Development and Training Institute, 300 West Preston Street is located on the left-hand side of the street.

Parking in the area is limited to on-street meters (quarters-only). The light rail stops at Howard and Preston (Cultural Center). The subway is also conveniently located at Preston and Eutaw Streets (State Center). There are paid parking lots on Howard Street and at Maryland General Hospital.

**Department of Budget and Management
Office of Personnel Services and Benefits
Employee Development and Training Institute
Employee Development Center
300 West Preston Street, Suite 204
410-767-4278**

SEVERE WEATHER POLICY

If State agencies are closed because of severe weather, all courses sponsored by the Employee Development and Training Institute (EDTI) are cancelled and will be rescheduled. In addition, when State agencies open on a delayed basis or with the “liberal leave” policy in effect, all courses are cancelled and will be rescheduled. *ALL REGISTRANTS ARE NOTIFIED OF RESCHEDULED DATES.*

Specific closing information and course rescheduling can be obtained by calling 410-767-4278 or 410-767-4683 after 6:30 a.m. on the day of the scheduled class.